

## Session 34

### Overview of SFA's Student- Focused Web Sites

# ***What We Will Cover***

- Overview of SFA's student-related web sites
- We will join Jeannie B. Sanders as she progresses through her college experience and uses SFA's web sites along the way



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## *Let's meet Jeannie B. Sanders*



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# ***What We Will Cover***

- We will watch Jeannie as she:
  - Applies for financial aid using FAFSA on the Web
  - Receives her SAR and PIN
  - Uses the web to check the status of her FAFSA
  - Makes corrections to her FAFSA data using Corrections on the Web
  - Reapplies for aid using Renewal FAFSA on the Web



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## ***What We Will Cover***

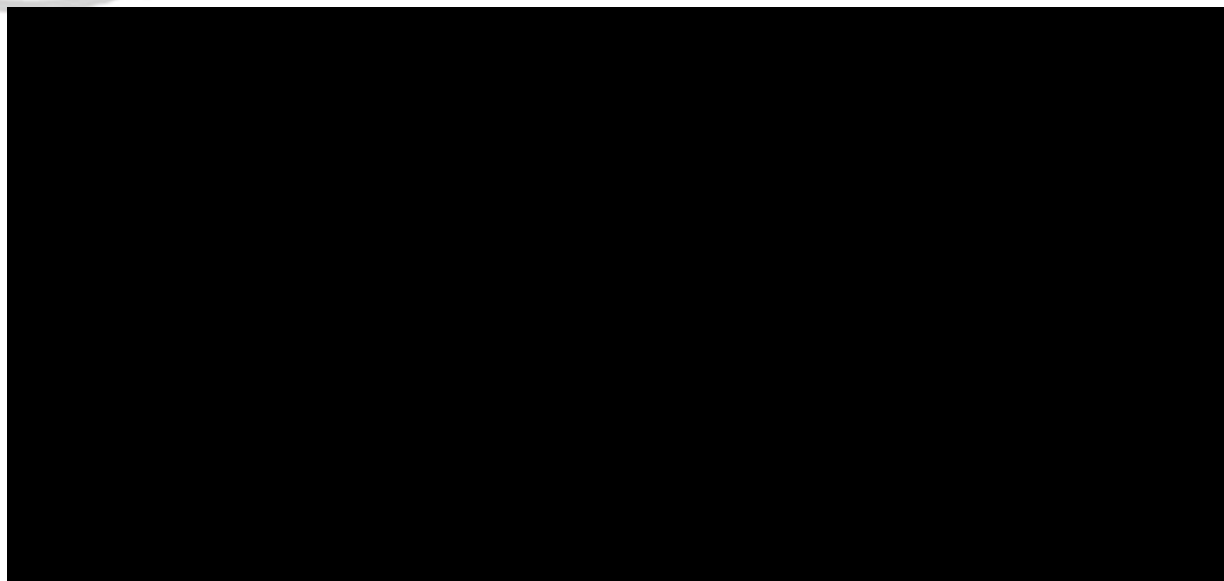
- We will also join Jeannie as she visits other useful SFA student web sites
  - National Student Loan Data System (NSLDS)
  - Direct Loan Servicing
  - Loan Consolidation
  - Ombudsman





Electronic Access Conference  
2000 GET CONNECTED

## *Jeannie visits the Financial Aid Office*



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## *Jeannie gets connected with FAFSA on the Web*



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# FAFSA on the Web Home Page



The screenshot shows the FAFSA on the Web Home Page. At the top left is the U.S. Department of Education seal. The main heading reads "Welcome to the U.S. Department of Education" and "Complete your Free Application for Federal Student Aid (FAFSA) online". Below this is a navigation bar with buttons for: WELCOME, GETTING STARTED, ENTERING A FAFSA, CHECK MY SUBMITTED FAFSA, FEDERAL SCHOOL CODE SEARCH, PRIVACY ACT & SECURITY INFO, FREQUENTLY ASKED QUESTIONS, and HELP. A second row of buttons includes: OPEN A SAVED APPLICATION, CUSTOMER SERVICE, CUSTOMER FEEDBACK, SITE AVAILABILITY, DEADLINES, and AWARDS. The main content area features several links and logos: "FAFSA EN ESPAÑOL" with a green circular logo and the text "FAFSA en Español"; "Info on Aid Programs" with a yellow star logo; "Accessible" with a blue globe icon; a central graphic with "FAFSA ON THE WEB" and a globe, with the text "Enter a FAFSA on the Web" below it; "Security" with a VeriSign Secure Site logo and the text "Click to verify"; "IRS Home Page" with an IRS e-file logo; and "Register with Selective Service" with a Selective Service System logo.

Welcome to the U.S. Department of Education  
Complete your Free Application for Federal Student Aid (FAFSA) online

WELCOME GETTING STARTED ENTERING A FAFSA CHECK MY SUBMITTED FAFSA FEDERAL SCHOOL CODE SEARCH PRIVACY ACT & SECURITY INFO FREQUENTLY ASKED QUESTIONS HELP

OPEN A SAVED APPLICATION CUSTOMER SERVICE CUSTOMER FEEDBACK SITE AVAILABILITY DEADLINES AWARDS

**FAFSA EN ESPAÑOL**  
[FAFSA en Español](#)

**Info on Aid Programs**

**Accessible**

**FAFSA ON THE WEB**  
[Enter a FAFSA on the Web](#)

**Security**  
VeriSign Secure Site  
Click to verify

**IRS Home Page**  
IRS e-file

**Register with Selective Service**  
SELECTIVE SERVICE SYSTEM



# Spanish FAFSA on the Web

by the Corporation for National Community Service

Account Management

Question Center

Download Forms

Home

Submit Online

¿Desea firmar su solicitud de antemano usando su PIN?

Elija

Anterior Ayuda Siguiente


[Apoyo al Usuario](#) | [Preguntas Frecuentes](#)

**PÁG. PRINCIPAL**

9. Imprimir

10. Transmitir

11. Concluir



*Usted puede utilizar estos pasos para regresar a las secciones que ya haya terminado.*

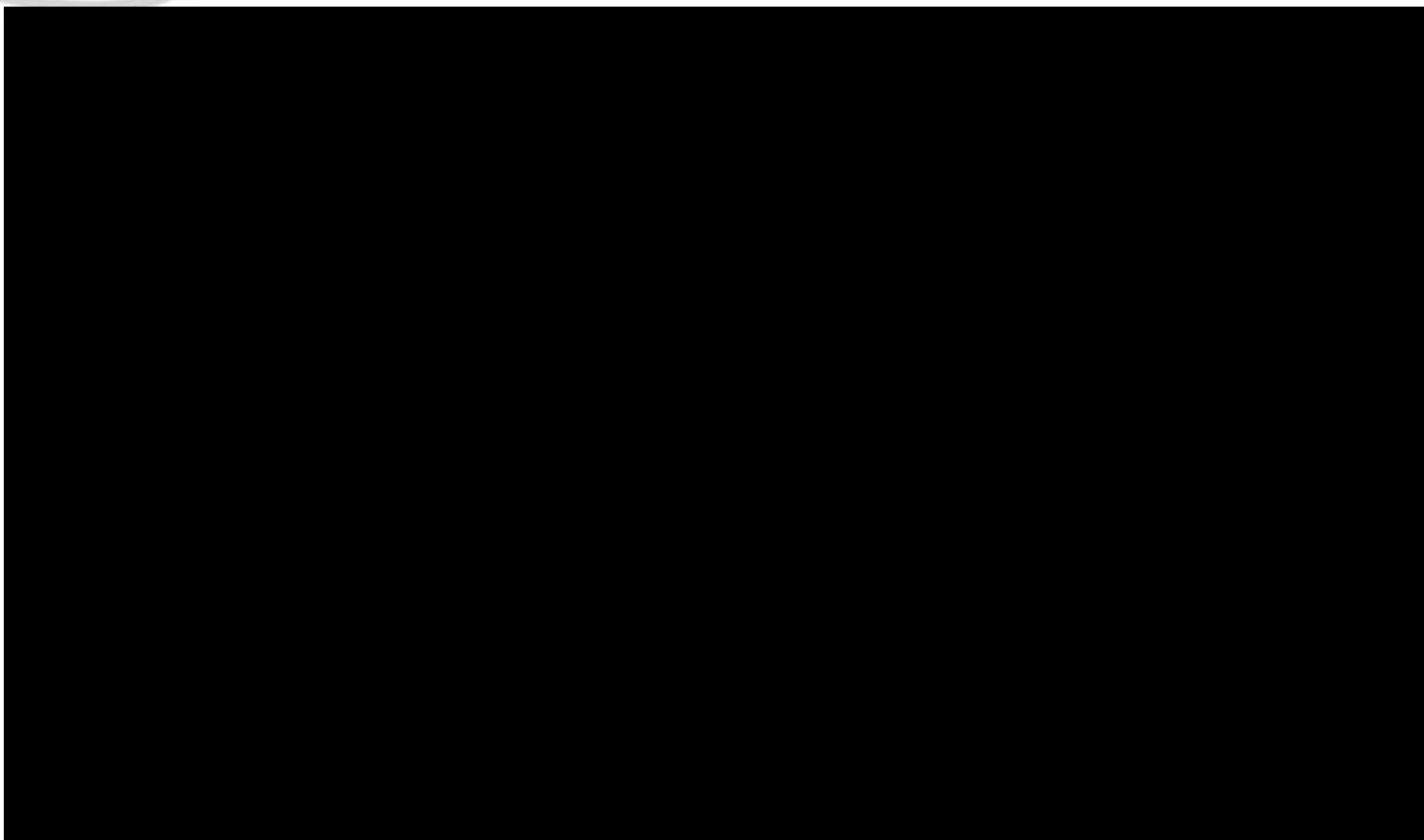


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# Getting Started

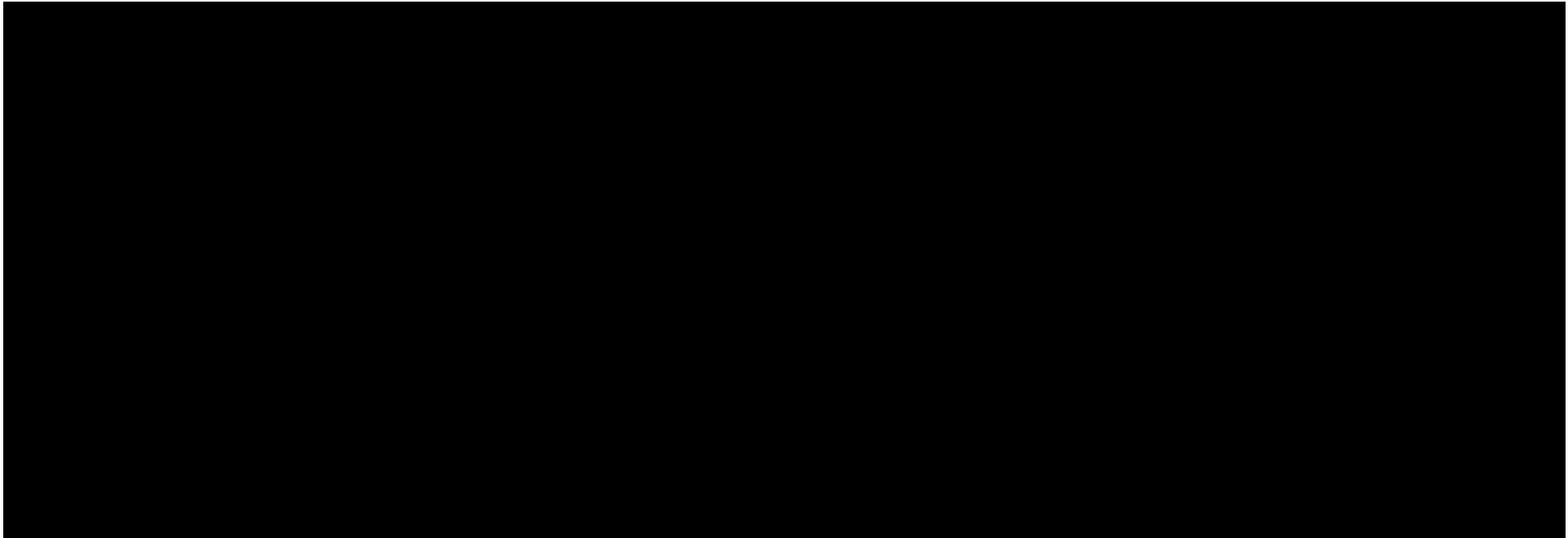


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[General Student Aid  
Information](#)





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# *Jeannie selects 2001-2002 FAFSA*

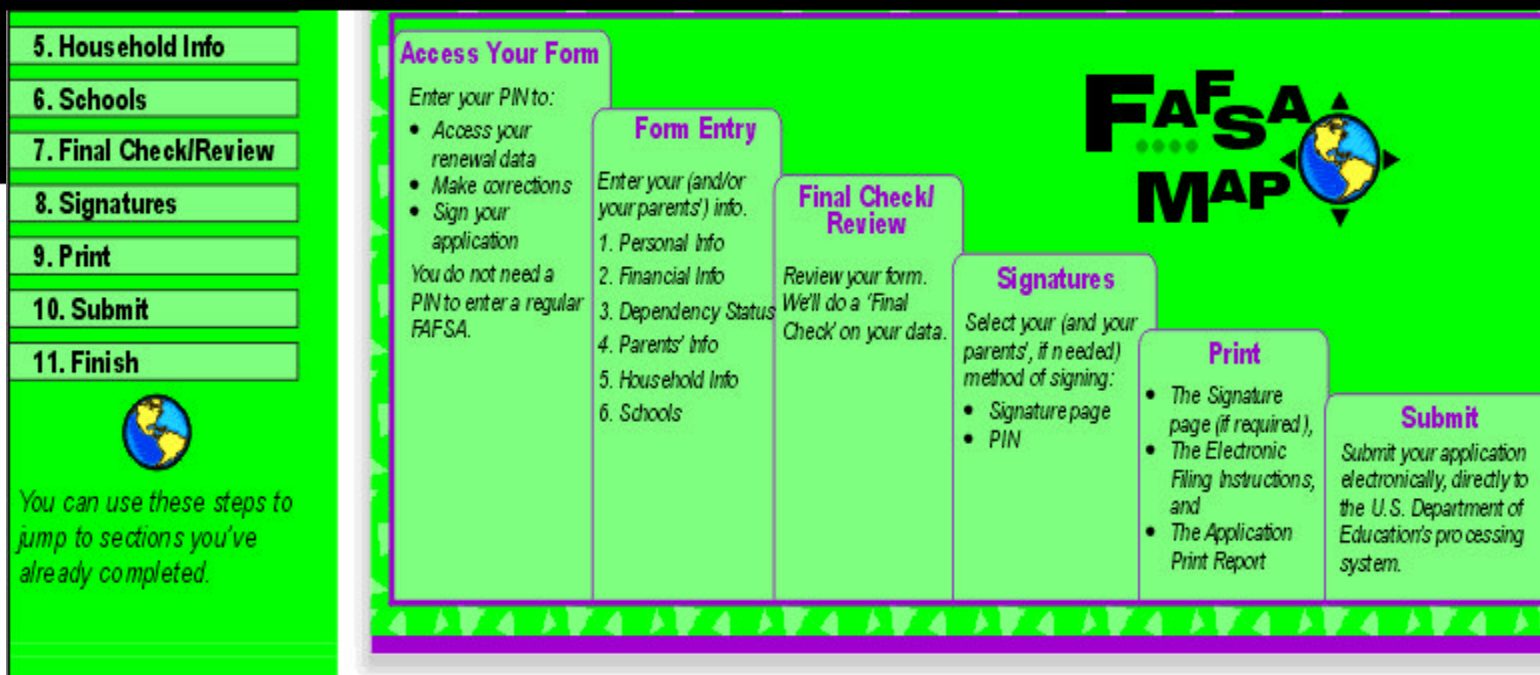


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**HOME PAGE**

# Steps in the application process



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*You can use these steps to jump to sections you've already completed.*

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**HOME PAGE**

# *Logging on to FAFSA on the Web*



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## *Jeannie enters personal information*



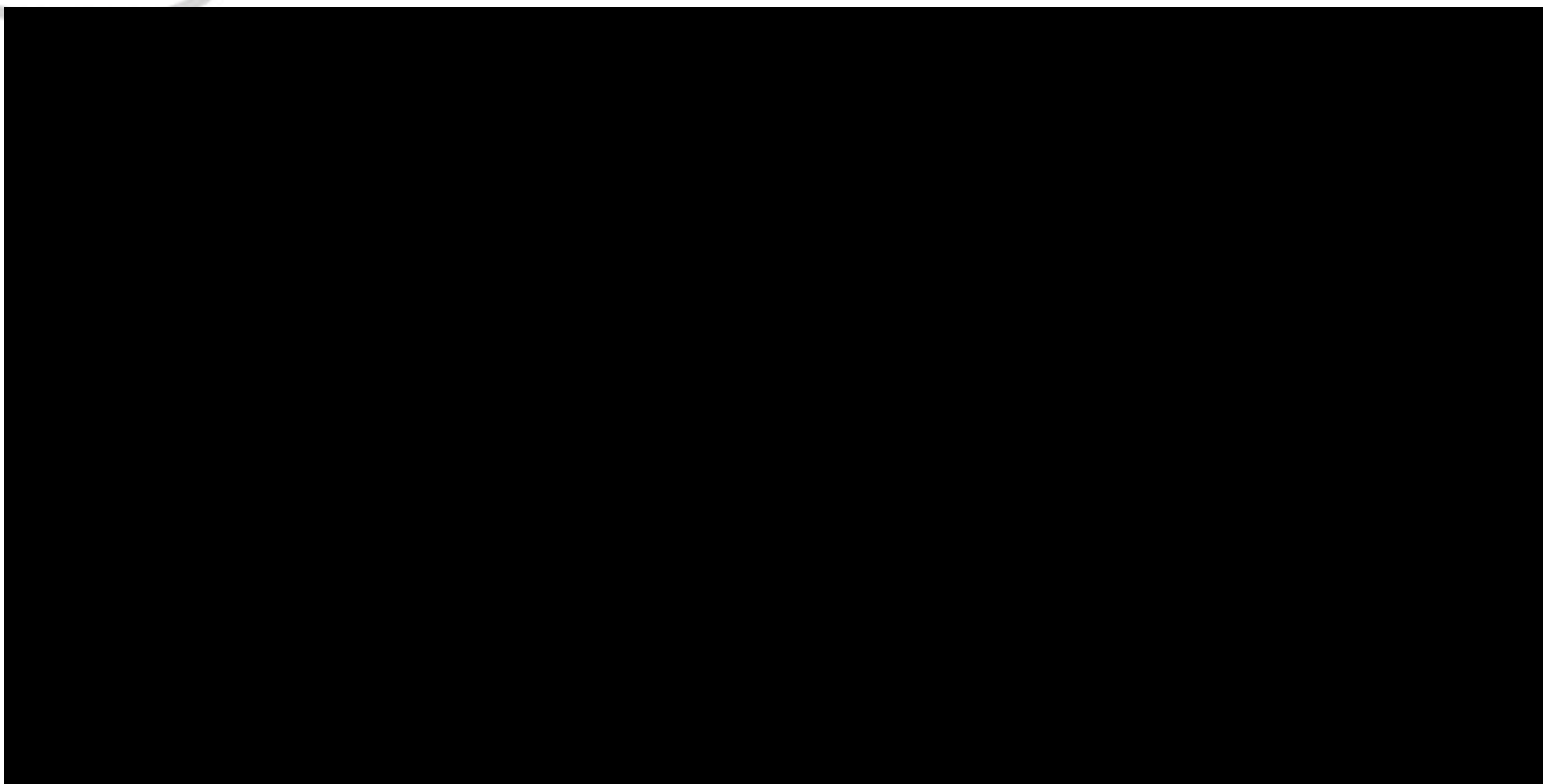
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## FAFSA on the Web edits Jeannie's question entries



You can use these steps to  
jump to sections you've  
already completed.

6. State

Select ▼

7. Zip Code

8. Your Social Security Number: (Data  
can not be entered in this field.)

123456789

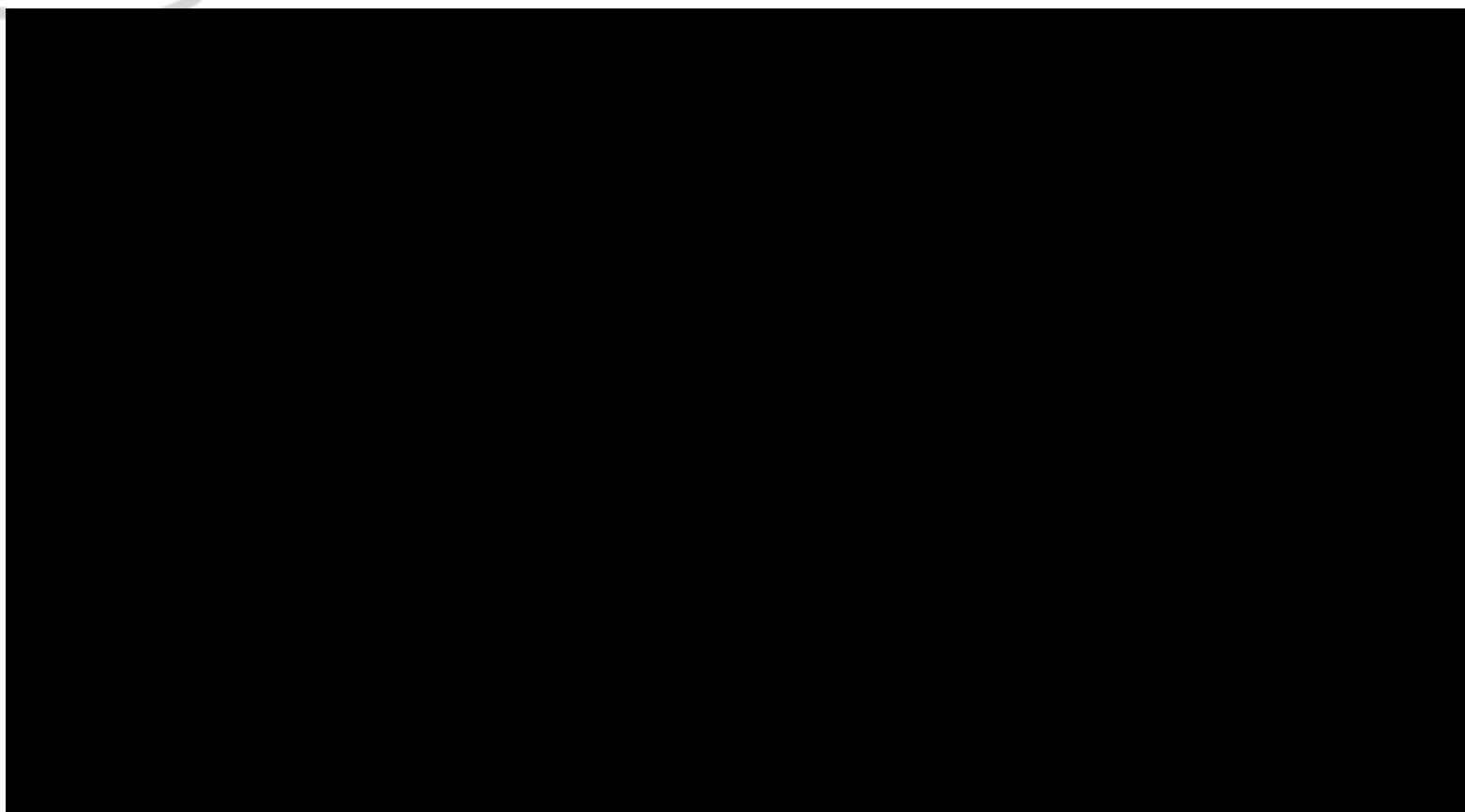


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## *Financial Information*



*jump to sections you've  
already completed.*

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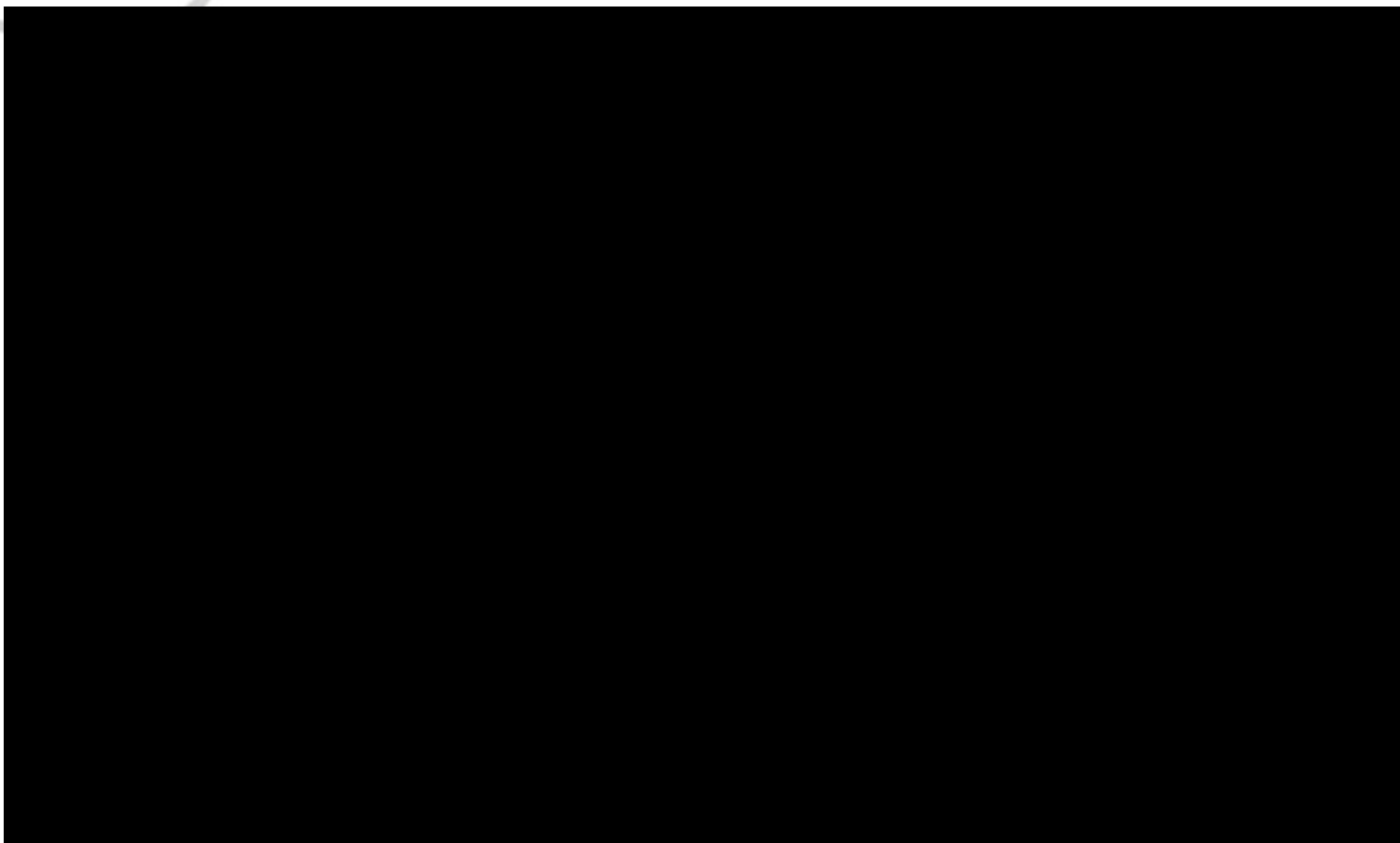
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## *Detailed instructions for questions*



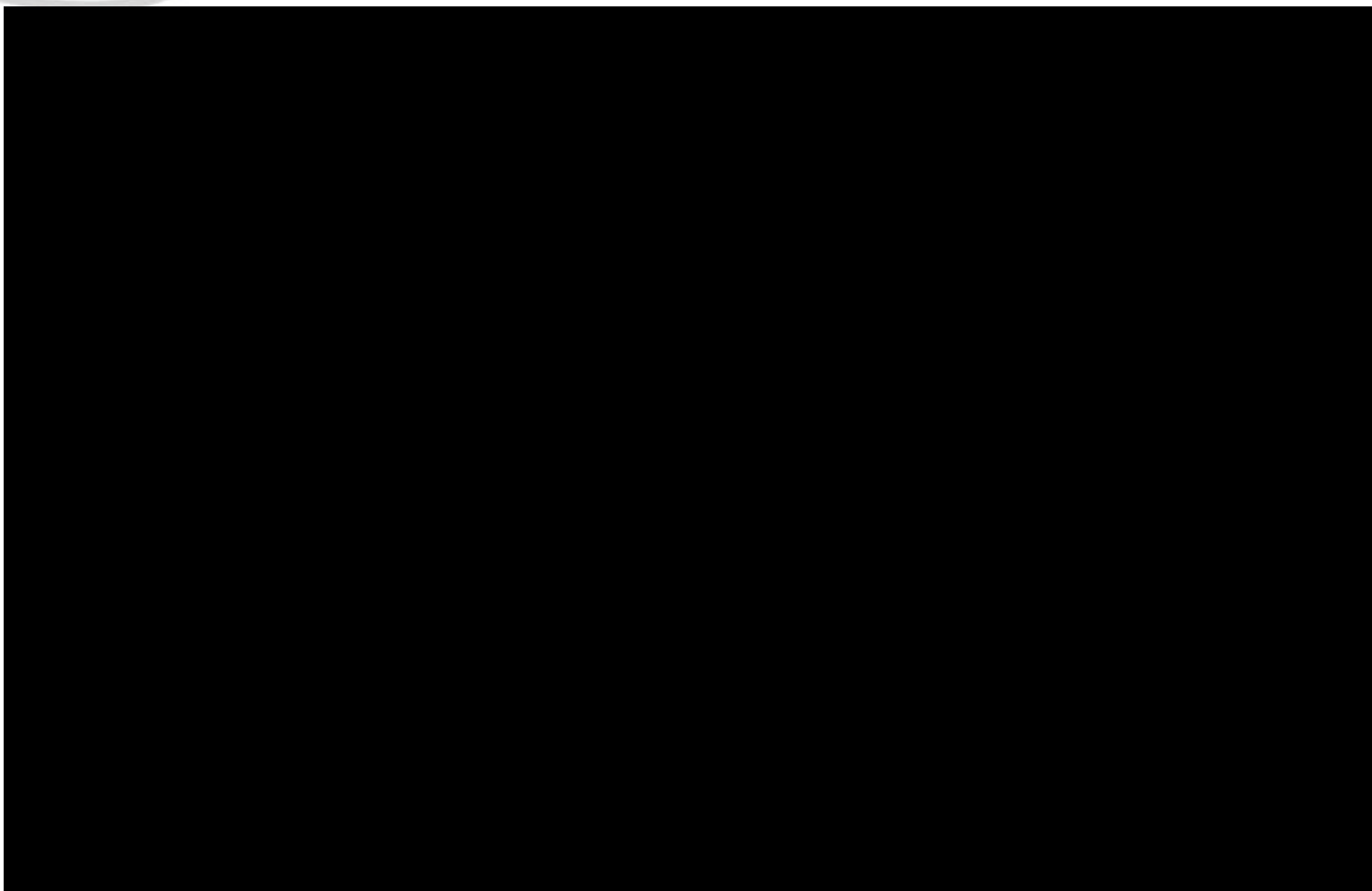
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## *Income Estimator*



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# Income Estimator


7. Final Check/Review

8. Signatures

9. Print

10. Submit

11. Finish



You can use these steps to jump to sections you've already completed.

Subtotal:

\$  .00

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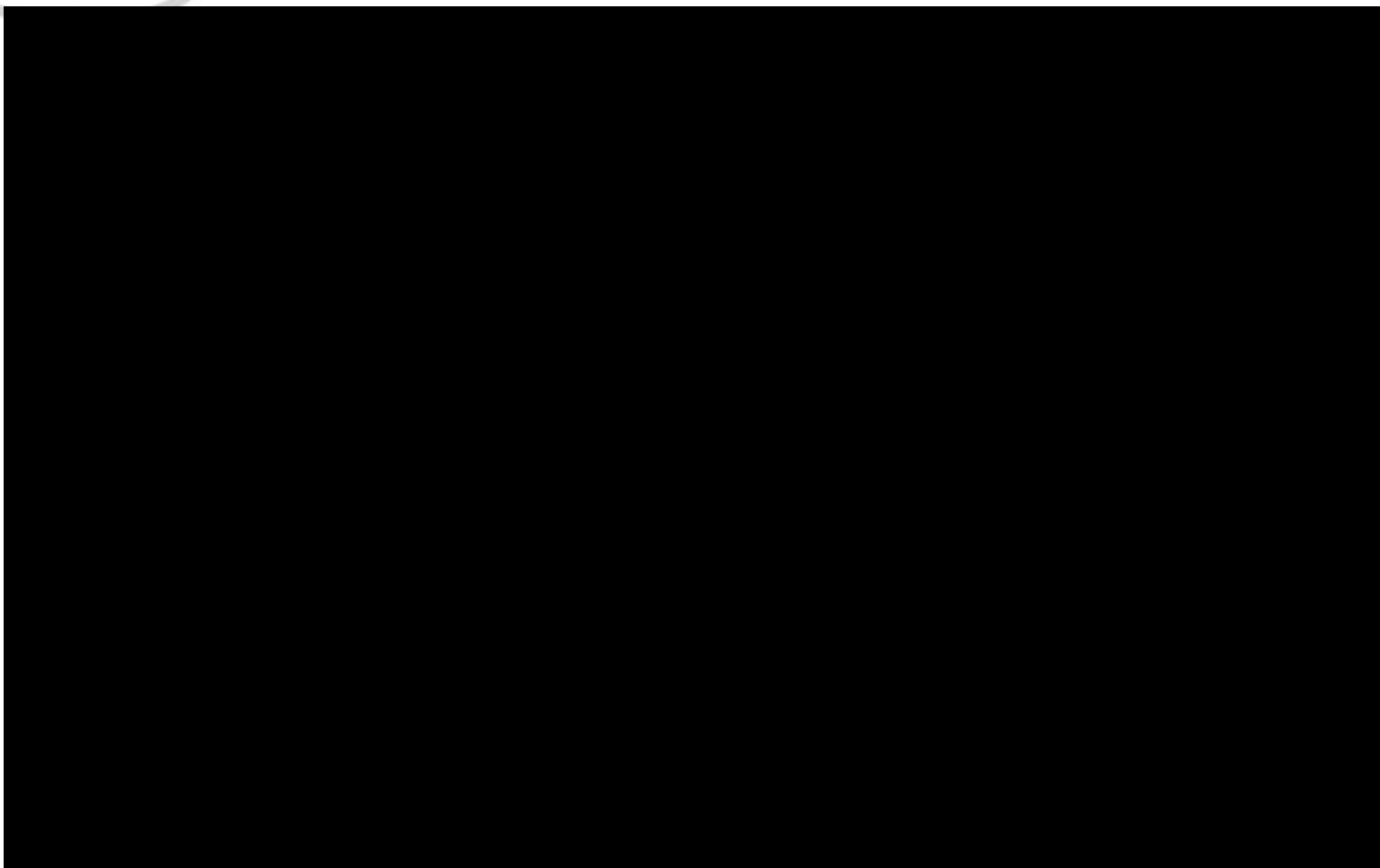
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Session 34 -21



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# *Income Estimator*




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# Income Estimator

<b>4. Parents' Info</b>	<b>Income Estimator</b>
<b>5. Household Info</b>	40. Enter the total amount of your (and your spouse's) income tax for 2000: (See IRS Form 1040-line 51; 1040A-line 33; 1040EZ-line 10; or Telefile-line K.) <input type="text"/>
<b>6. Schools</b>	41. Enter your (and your spouse's) exemptions for 2000: (See IRS Form 1040-line 6d; 1040A-line 6d; <a href="#">1040EZ or Telefile - see online help.</a> ) <input type="text"/>
<b>7. Final Check/Review</b>	
<b>8. Signatures</b>	
<b>9. Print</b>	
<b>10. Submit</b>	
<b>11. Finish</b>	



You can use these steps to jump to sections you've already completed.

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App Summary

Help

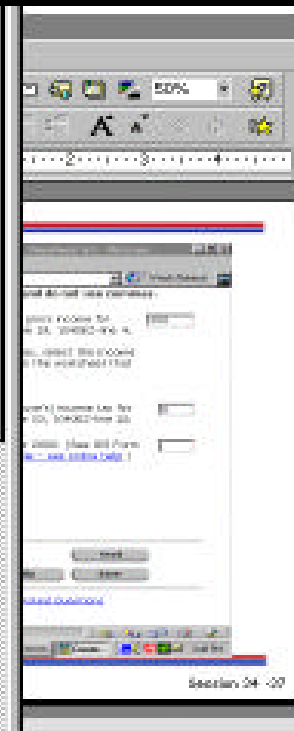
Save

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## Using the Help function

your total exemption amount from line J by the standard exemption amount (\$2750) and enter the result here.

- **If you (and your spouse) used the 1040EZ** and answered Yes on 1040EZ - line 5, use line F to determine the number of exemptions (\$2750 equals one exemption). If you answered No, enter **01** if you are single or **02** if you are married.
- **If you (and your spouse) filed or will file separate tax returns** for 1999, include both your and your spouse's exemptions and income in the questions about Adjusted Gross Income, Income Tax Paid, Exemptions, Earned Income Credit, and Income Earned from work, even if you were not married in 1999.



## Checking Application Summary data

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Exit

App summary

Help

Save

Term

Initial Monthly

Total Payments

Total Payments

# Application Summary data

CA	<a href="#">State of Legal Residence Abbreviation</a>
YES	<a href="#">Legal Resident Before 1/1/96?</a>
NO	<a href="#">Date you became a legal resident</a>
	<a href="#">Are you male?</a>
<a href="#">Application and Promissory Note - Ref.</a>	<a href="#">Register you with Selective Service</a>

Direct Loan Consolidation - Online

File Edit View Go Communicator Help

CONSOLIDATION HOME | APPLICATION HOME | FORMS & PUBLICATIONS | FAQs | CONTACT US

4. Repayment 5. Loan

1. Borrower 2. References 3. Spouse

Application and Promissory Note

For U.S. Borrower Information



# *Application Summary data*

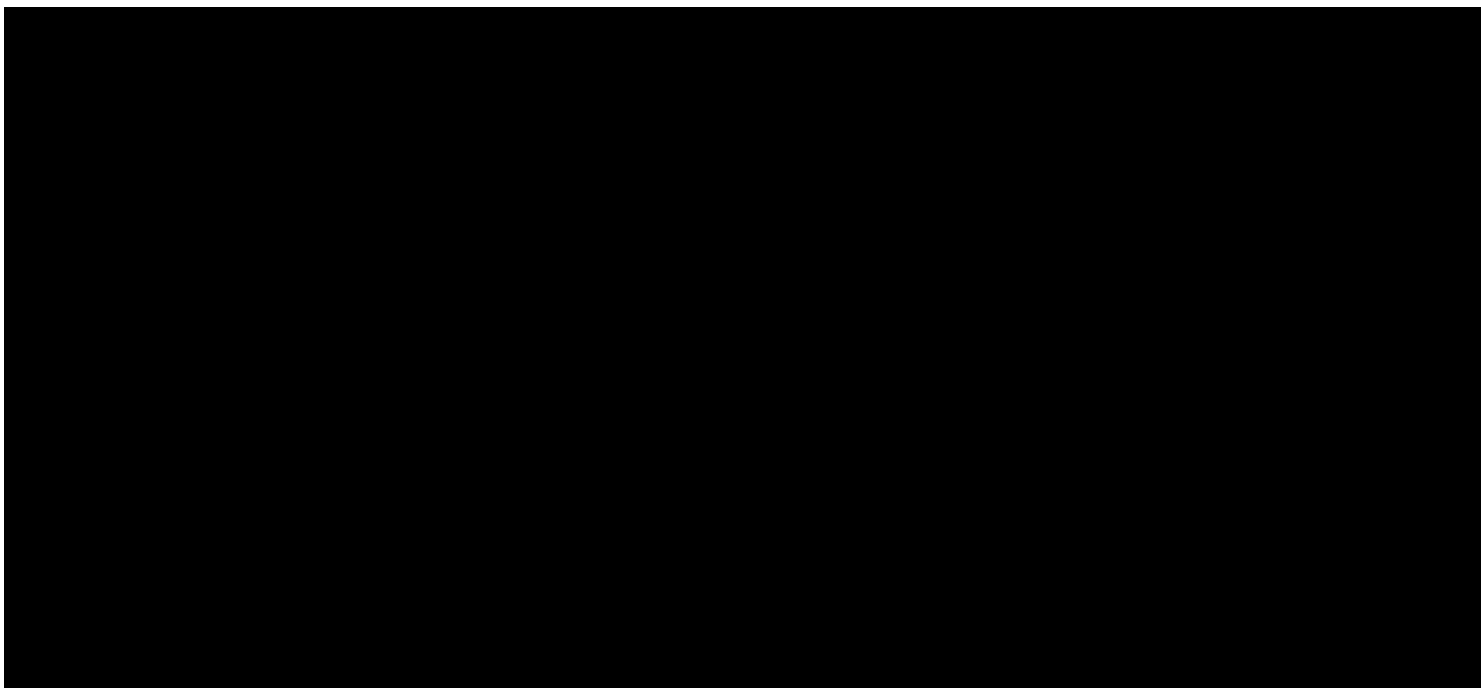


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Parent(s) State Legal Residence



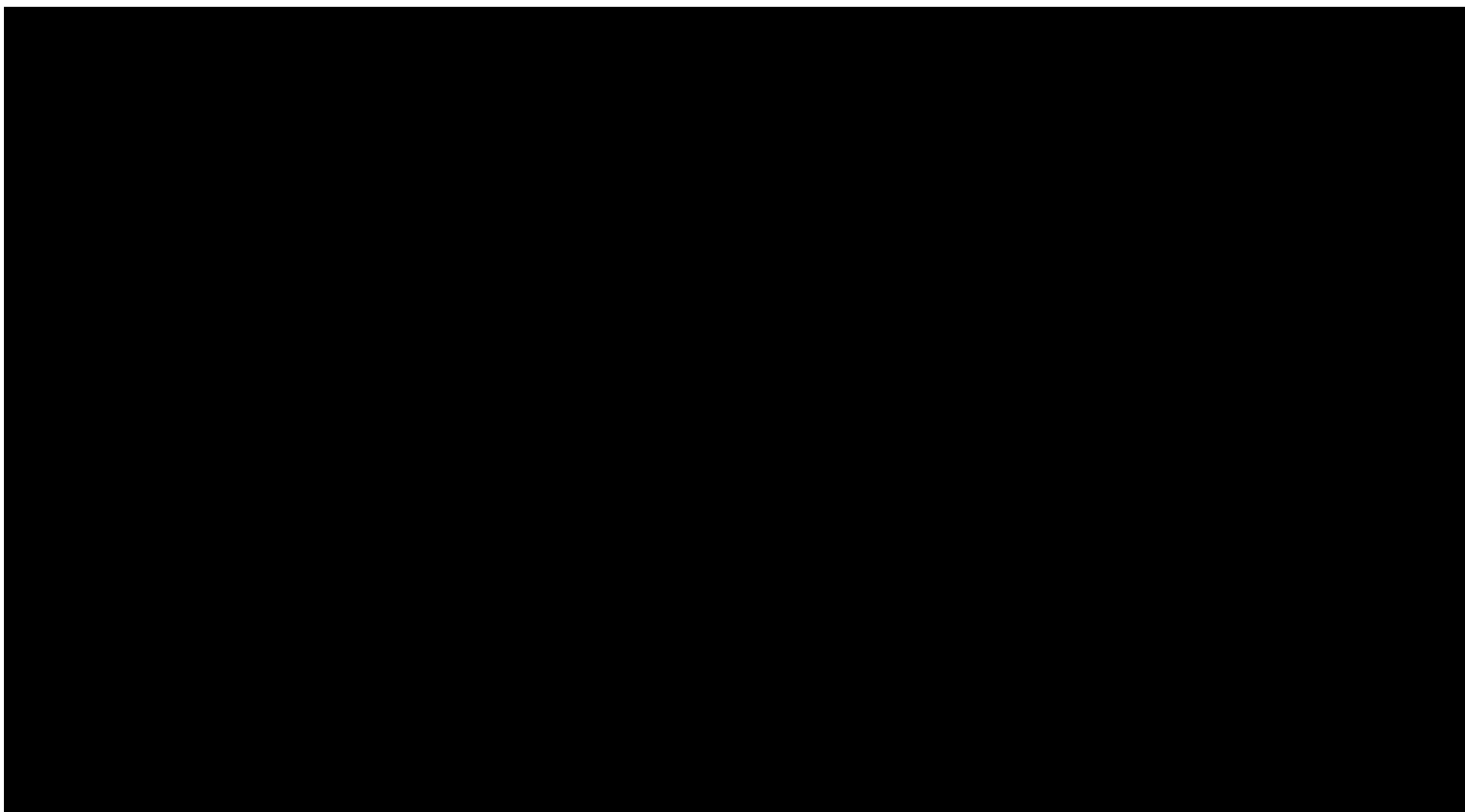
## *Jeannie successfully saves her application data*



• • • • •



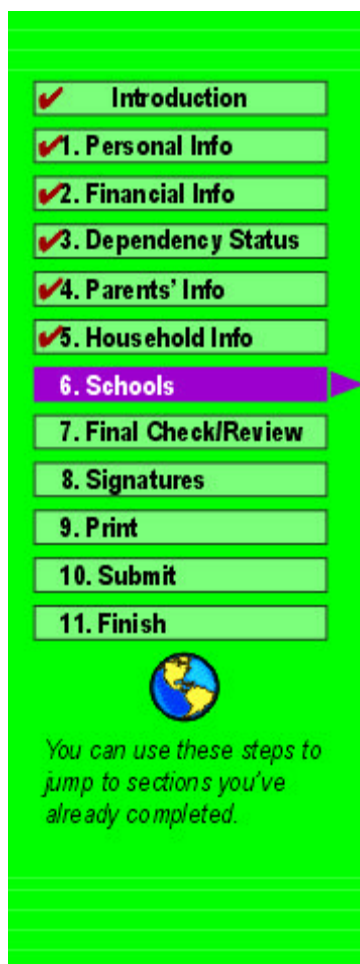
## *Jeannie selects schools to receive FAFSA data*



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## Jeannie selects schools to receive FAFSA data



A vertical navigation menu with 11 items. The first five items have a checkmark icon: Introduction, 1. Personal Info, 2. Financial Info, 3. Dependency Status, 4. Parents' Info, 5. Household Info. Item 6, Schools, is highlighted in purple and has a right-pointing arrow. Items 7 through 11 are: 7. Final Check/Review, 8. Signatures, 9. Print, 10. Submit, and 11. Finish. Below the menu is a globe icon and the text: "You can use these steps to jump to sections you've already completed."

001321 is the Federal School Code for

UNIVERSITY OF CALIFORNIA-SANTA CRUZ

If this is correct, select [Next](#). If this is incorrect, select [Previous](#), delete the school code, and select the Search button to find a new school.

Previous

Next

Exit

App Summary

Help

Save

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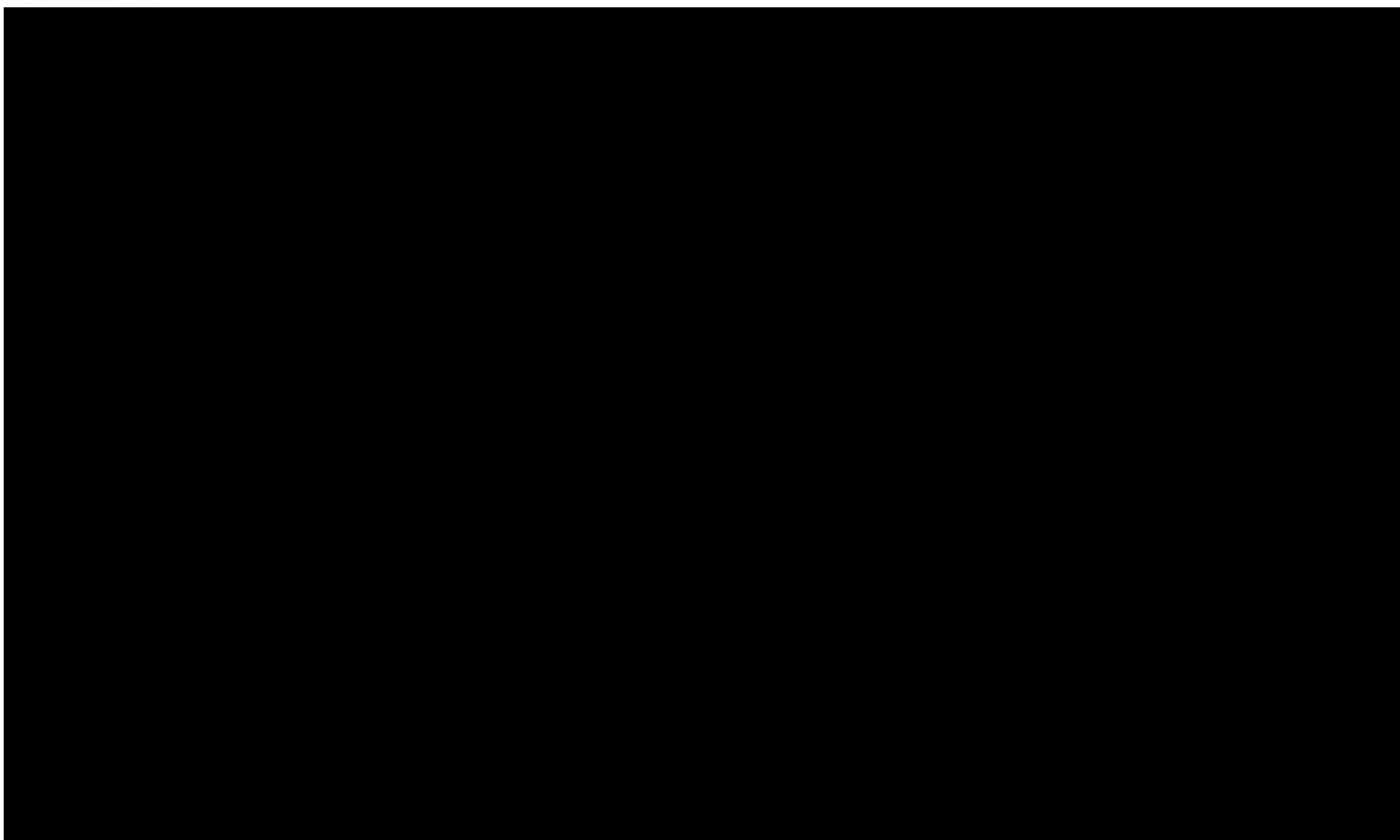


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## *Jeannie indicates housing plans*



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# *School Code Summary*

[Customer Service](#) | [Frequently Asked Questions](#)



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# *Jeannie gets ready to send her FAFSA, but first . . .*

8. Signatures

9. Print

10. Submit

11. Finish



You can use these steps to jump to sections you've already completed.

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## Jeannie gives us her email address

✓6. Schools

✓7. Final Check/Review

8. Signatures

9. Print

10. Submit

11. Finish



*You can use these steps to jump to sections you've already completed.*

The U.S. Department of Education does not send unsolicited e-mail, or "spam". We will not use or distribute your e-mail address for any purpose other than federal student financial aid.

Student E-mail Address:

Previous

Next

Exit

App Summary

Help

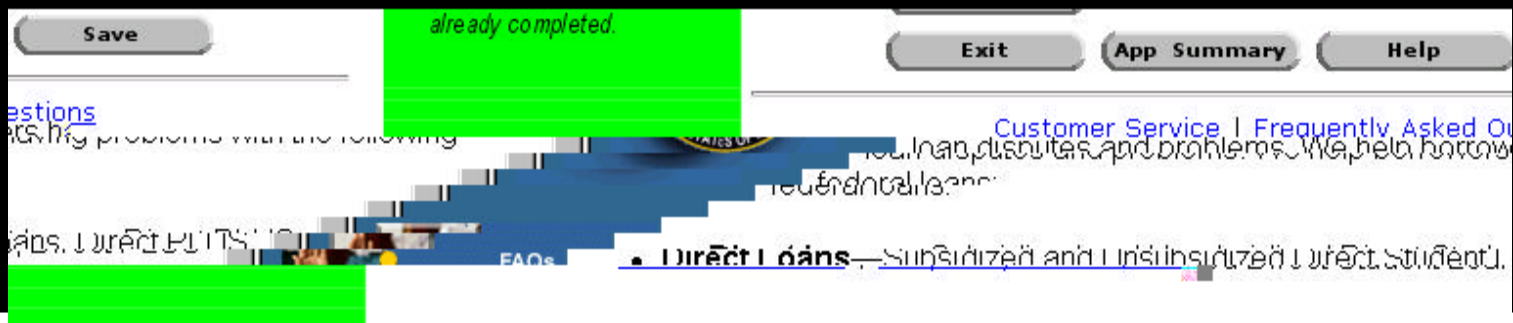
Save

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## *Jeannie selects signature option*



## *Jeannie prints signature page*

PARENT WHOSE INFORMATION IS PROVIDED IN THIS FORM, IF PARENT INFORMATION IS GIVEN, MUST SIGN BELOW.

F 001010001 sa

Student \_\_\_\_\_ Parent \_\_\_\_\_

# Summary Page

Student ID 001010001 sanders

Step 1. (Q1 - Q35)

Last Name	sanders
First Name, Middle Initial	jeannie b
Permanent Street Address	125 chenery st.
City	san francisco
State Abbreviation, ZIP Code	CA 94131
Social Security Number	001010001
Date of Birth	12/12/1973
Permanent Home Phone Number	
Driver's License Number	
Driver's License State Abbreviation	
Citizenship Status	U.S. CITIZEN (OR U.S. NATIONAL)
Alien Registration Number	
Marital Status	SINGLE, DIVORCED, OR WIDOWED
Date of Marital Status	

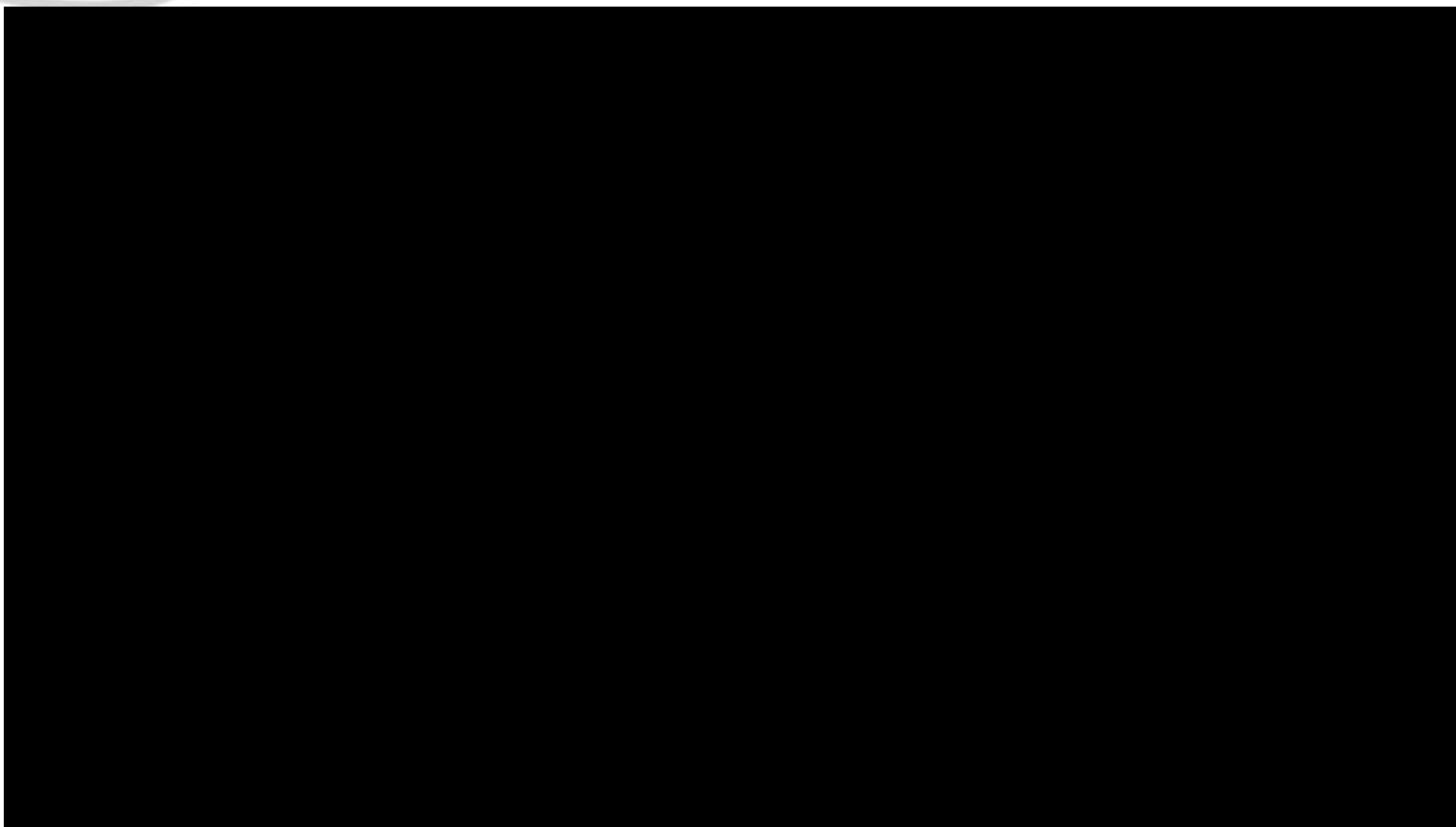


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2000 GET CONNECTED

## *Jeannie submits her FAFSA on the Web application*

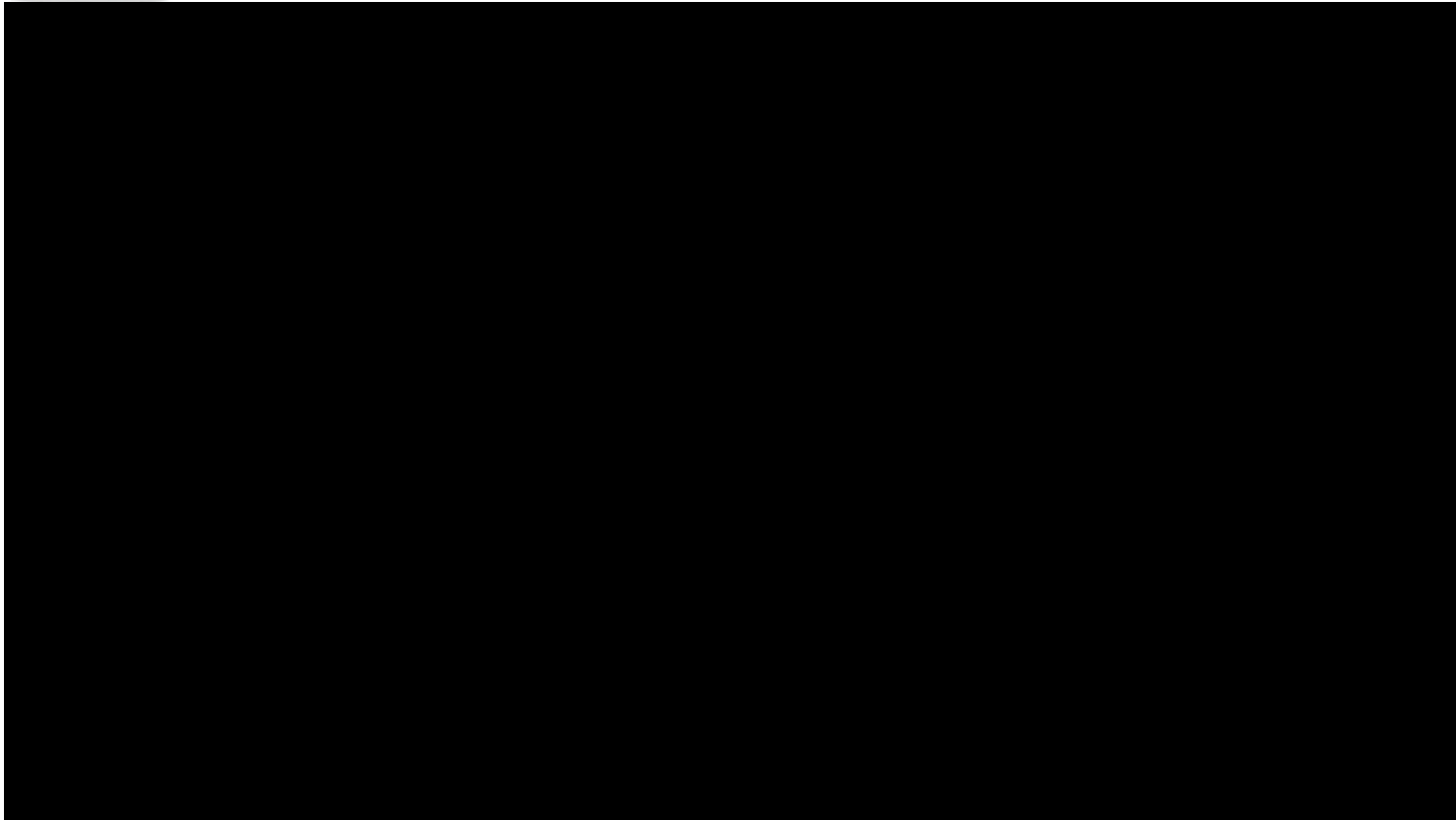


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## *Jeannie gets her confirmation page*



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you provided. The EFC is used to determine your eligibility for federal student aid and is the minimum amount you (and spouse, if applicable) are expected to contribute toward your education. Note that many schools have their own methodology to determine your family contribution and financial need. You will receive an official EFC on your

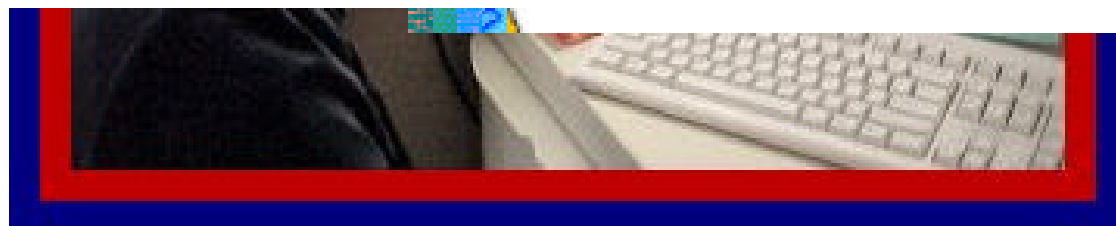
## *Jeannie receives her SAR -- Oops, she finds a mistake*





Electronic Access Conference  
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***Jeannie goes to the web to review  
her application status and make  
corrections***



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## Jeannie goes to FAFSA on the Web and clicks "Check My Submitted FAFSA" tab



The screenshot shows the FAFSA on the Web homepage. At the top left is the U.S. Department of Education seal. The main heading reads "Welcome to the U.S. Department of Education" and "Complete your Free Application for Federal Student Aid (FAFSA) online". Below this is a navigation bar with two rows of buttons. The first row includes: WELCOME, GETTING STARTED, ENTERING A FAFSA, CHECK MY SUBMITTED FAFSA, FEDERAL SCHOOL CODE SEARCH, PRIVACY ACT & SECURITY INFO, FREQUENTLY ASKED QUESTIONS, and HELP. The second row includes: OPEN A SAVED APPLICATION, CUSTOMER SERVICE, CUSTOMER FEEDBACK, SITE AVAILABILITY, DEADLINES, and AWARDS. Below the navigation bar are several links and logos: "FAFSA en Español" with a green circular logo, "Info on Aid Programs" with a yellow star logo, "Accessible" with a blue globe logo, "Enter a FAFSA on the Web" with a large central graphic of "FAFSA ON THE WEB" and a globe, "Security" with a VeriSign Secure Site logo, "IRS Home Page" with an IRS e-file logo, and "Register with Selective Service" with a Selective Service System logo.

WELCOME GETTING STARTED ENTERING A FAFSA CHECK MY SUBMITTED FAFSA FEDERAL SCHOOL CODE SEARCH PRIVACY ACT & SECURITY INFO FREQUENTLY ASKED QUESTIONS HELP

OPEN A SAVED APPLICATION CUSTOMER SERVICE CUSTOMER FEEDBACK SITE AVAILABILITY DEADLINES AWARDS

 [FAFSA en Español](#)

 [Info on Aid Programs](#)

 [Accessible](#)

 [Enter a FAFSA on the Web](#)

 [Security](#)


 [IRS Home Page](#)

 [Register with Selective Service](#)

format. For example, 08/17/1975.

09/21/1983

What is the year and type of your application?

Select 

- Select
- 2000-2001 FAFSA
- 2000-2001 Correction
- 2001-2002 FAFSA**
- 2001-2002 Correction

Exit

Help


Submit

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# Jeannie finds her application



The screenshot shows the 'APPLICATION STATUS CHECK' page from the FAFSA website. The header features the Department of Education seal and a green background with a geometric pattern. Below the header, the title 'APPLICATION STATUS CHECK' is displayed in large, bold, black letters. A globe icon is positioned to the right of the title, followed by a dotted line and a purple arrow pointing right. The main content area has a white background and contains the following text:

**Application Found**

Your application, [transaction 01](#) that was received on 01/02/2000 was processed at the Central Processing System (CPS) on 03/14/2000.

If you have a PIN and would like to view your [Expected Family Contribution \(EFC\)](#), please select [Next](#).

If you do not already have a PIN or need to obtain one, please select [PIN Request and Information](#).

For added security, we recommend that you exit your browser completely when you are finished using the FAFSA on the Web site. Select this link for [further detail](#). You may also want to consider [clearing your browser's cache](#) and deleting any temporary files.

Navigation buttons are located at the bottom of the page:

- [Exit](#) (top button)
- [Previous](#) (bottom left button)
- [Help](#) (bottom middle button)
- [Next](#) (bottom right button)

At the very bottom, there are links for [Customer Service](#) and [Frequently Asked Questions](#).



Electronic Access Conference  
2000 GET CONNECTED



## PIN Registration



[PIN Home](#) | [PIN Request & Information](#) | [Change Internet Access to my Information](#) | [Contact Us](#)

### Confirming Your Identity

We need some personal information and the PIN we mailed to you. You must provide this information to access to your U.S. Department of Education information through the Internet. Please answer the following questions and select [Submit Request](#).

After you select the Submit Request button, please wait for our confirmation page to appear on your screen.

[Where can the PIN be used?](#)

What is your Social Security Number? Please enter this number without the dashes. For example, 123456789.

What are the first two (2) letters of your last name?

What is your date of birth? Please enter this date in "mm/dd/19yy" format, including the '/' (slashes). For example, 08/17/1975.

What is your PIN?

[Previous](#)[Submit Request](#)[Clear Form](#)[Help](#)

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# Student Access on the Web



## Your Transactions

Below is a list of the transactions we have for you at the Central Processing System (CPS) as of 07/26/2000. You can select any of the transaction numbers to view the complete details for that transaction.

Note that any applications or corrections that you have submitted recently will not appear here until they have been processed by the CPS.

Transaction Number	Processed Date	Expected Family Contribution (EFC)	Application Source
<a href="#">04</a>	07/26/2000	02455	Corrections on the Web
<a href="#">03</a>	07/15/2000	02000	Corrections on the Web
02	06/26/2000	<a href="#">Date of Birth Mismatch</a>	Renewal on the Web
<a href="#">01</a>	06/12/2000	Not Calculated	FAFSA on the Web

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[Customer Service](#) | [Frequently Asked Questions](#)

[HOME PAGE](#)



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## Computed Info

Name: WWWWWW WWWWWW W. WWWWWW  
Social Security Number: 123-45-6789  
Date of Birth: 08/02/1966  
E-Mail Address: WWWWWW  
Date Completed: 01/10/2001  
Application Receipt Date: 01/15/2001  
Processed Date: 06/27/2001  
Signed By: BOTH  
Paid EFC: 02000  
Preparer's Social Security Number: REPORTED  
Preparer's EIN: REPORTED  
Preparer's Signature: SIGNED

Make Corrections

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Request a Duplicate SAR

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2001-2002

# STUDENT ACCESS ON THE WEB

TRANSACTIONS COMPUTED INFO YOU THE STUDENT INCOME/ ASSETS PARENT INFO SCHOOL INFO **NSLDS** SAR COMMENTS PRINT SUMMARY

[FFELP/Direct Loan Amounts](#) | [Perkins Loan Amounts](#) | [Defaulted Loan Detail Info](#)

## FFELP/Direct Loan Amounts

FFELP/Direct Loan Type	Total Principle Balance	Remaining Amount to be Disbursed to You	Total
Subsidized Loans	999999	999999	999999
Unsubsidized Loans	999999	999999	999999
Combined Loans	999999	999999	999999
FFEL Consolidation Loans	999999	999999	999999

Go To NSLDS

Help

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## SAR Comments

Based on the information we have on record for you, your EFC is 000000. You may be eligible to receive a Federal Pell Grant and other federal student aid.

You left item 35 blank. IF YOU HAVE A DRUG CONVICTION, you MUST answer item 35. Your failure to accurately answer this question could result in legal action against you by the U.S. Government. Use the enclosed worksheet to determine your answer to this question. You can resolve this matter quickly by calling 1-800-4FED-AID (1-800-433-3243) or by going to [www.fafsa.ed.gov](http://www.fafsa.ed.gov). You can also use Part 2 of this report. A drug conviction does not necessarily disqualify you from receiving student aid.

If you need additional help with your SAR, contact your school Financial Aid Administrator (FAA) or the Federal Student Aid Information Center at 1-800-4FED-AID (1-800-433-3243). If your address changes, send in the correction on your SAR or call 1-800-4FED-AID to make the correction on your record.

Make Corrections

Help

Request a Duplicate SAR

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### FAFSA Corrections on the Web Shopping Cart

Welcome to FAFSA Corrections on the Web.

How to make corrections:

1. Review your current information, below
2. Select the questions to be corrected, and then select the "Next" button at the bottom of the screen
3. Correct your information, using the "Next" button to move from question to question
4. When you are done correcting your information, select the "Run Check" button at the bottom of the screen

For [further details](#) select this link.

Fields where we have assumed a value are marked with an '\*' (asterisk) sign.  
Fields you previously verified are marked with a '#' (pound) sign.

123456789

100101130 TO 01

#### Step 1. (Q1 - Q35)

1. Last Name:	Sanders	<input type="checkbox"/>
2. First Name:	Jeannie	<input type="checkbox"/>
3. Middle Name:	B	<input type="checkbox"/>
4. Permanent Street Address:		<input type="checkbox"/>
5. City:	San Francisco	<input type="checkbox"/>
6. State:	CA	<input type="checkbox"/>
7. Zip Code:	94131	<input type="checkbox"/>
8. Social Security Number:	123456789	<input type="checkbox"/>
(Data can only be verified for this field)		
9. Date of Birth:	09/21/1983	<input type="checkbox"/>
(Data can only be verified for this field)		
10. Permanent Home Phone Number:		<input type="checkbox"/>



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# *Jeannie receives her Award Notification*

## Award Letter

2001-2002 Academic Year

Jeannie B. Sanders  
125 Chenery St.  
San Francisco, CA 94131

Dear Jeannie B:

We are pleased to offer you the following financial aid award for the 2001-2002 academic year.

Federal Pell Grant	\$2,750
--------------------	---------

Subsidized Federal Stafford Loan	\$2,025
----------------------------------	---------





Electronic Access Conference  
2000 GET CONNECTED

## *Jeannie goes to school*

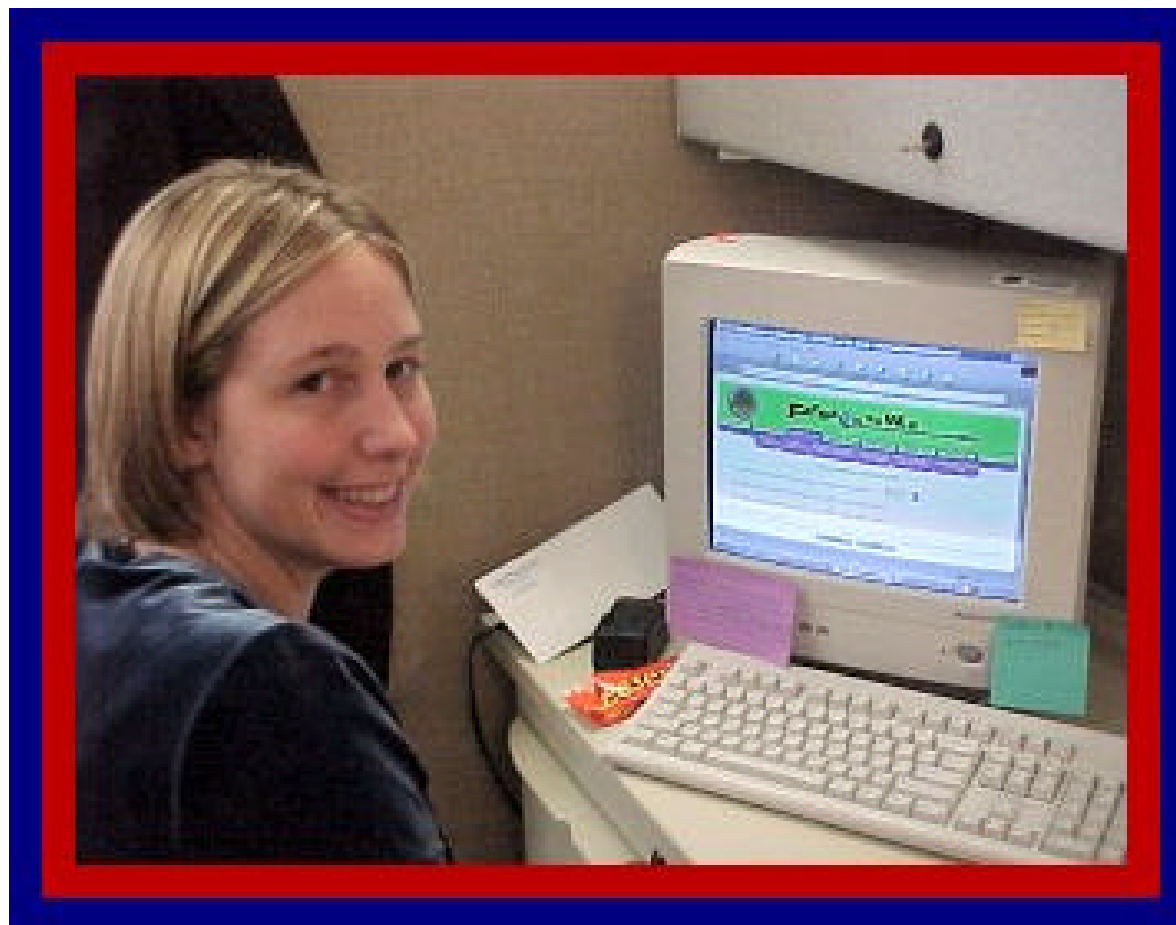


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2000 GET CONNECTED

## ***Jeannie uses Renewal FAFSA on the Web to reapply for aid***



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Electronic Access Conference  
2000 GET CONNECTED

# Jeannie returns to [www.fafsa.ed.gov](http://www.fafsa.ed.gov)



Welcome to the U.S. Department of Education  
Complete your Free Application for Federal Student Aid (FAFSA) online

WELCOME

GETTING STARTED

ENTERING A FAFSA

CHECK MY  
SUBMITTED FAFSA

FEDERAL SCHOOL  
CODE SEARCH

PRIVACY ACT &  
SECURITY INFO

FREQUENTLY ASKED  
QUESTIONS

HELP

OPEN A SAVED  
APPLICATION

CUSTOMER  
SERVICE

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DEADLINES

AWARDS



[FAFSA en Español](#)



[Info on Aid Programs](#)



[Accessible](#)



[IRS Home Page](#)



[Register with Selective Service](#)



[Security](#)

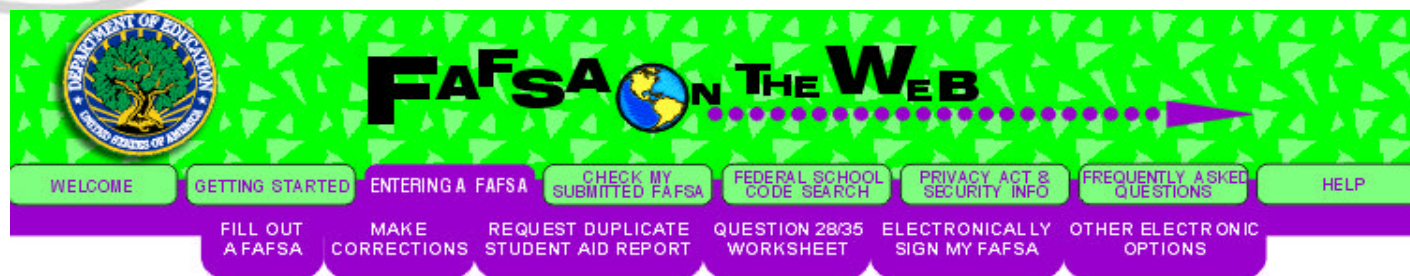


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## Jeannie selects “Entering a FAFSA”



### Entering a FAFSA



#### [Fill Out a FAFSA](#)

To start your FAFSA on the Web application, including Renewals.



#### [Make Corrections](#)

If you want to make Corrections to your FAFSA.



#### [Request a Duplicate Student Aid Report](#)

If you've lost your Student Aid Report (SAR) or just need another copy sent to you, request a duplicate here.



#### [Question 28/35 Worksheet](#)

The Question 28/35 Worksheet helps you determine whether a federal law suspending federal aid to those convicted of possession or sales of drugs (not including alcohol and tobacco) affects you. Question 28 applies to 2000-2001. Question 35 applies to 2001-2002.



#### [Electronically Sign My FAFSA](#)

If you've already submitted your application, you can sign your FAFSA application electronically. You must have a U.S. Department of Education PIN.



#### [Other Electronic Options](#)

There's more than just FAFSA on the Web for filling your FAFSA electronically (even though FAFSA on the Web is the quickest and best method!)

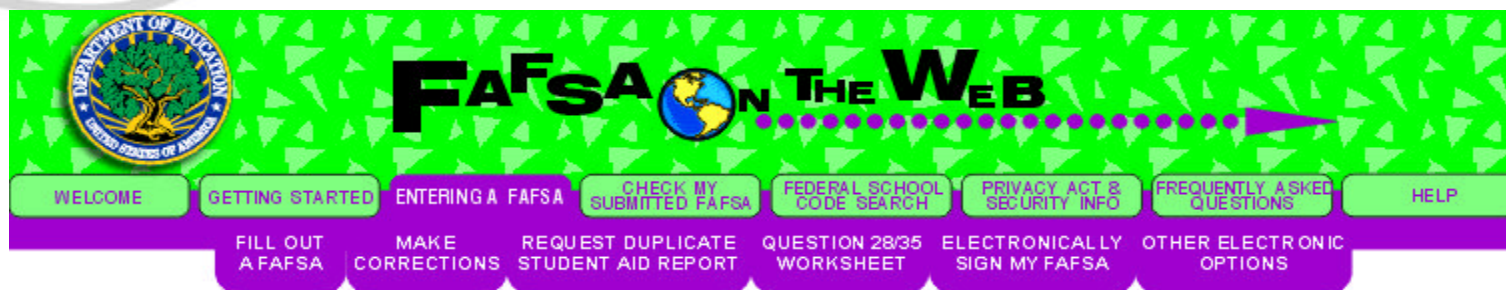


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## Jeannie selects Renewal FAFSA



### Entering a FAFSA

If you have already saved a FAFSA/Renewal FAFSA or Correction Form, select [Open a Saved Application](#).

Which FAFSA do you wish to file?

The 2000-2001 School Year (July 1st, 2000 - June 30th, 2001)

The 2001-2002 School Year (July 1st, 2001 - June 30th, 2002)

Select [Next](#) to continue.

Select
Select
Not Sure
2000-2001 Interview FAFSA
2000-2001 Form FAFSA
2000-2001 Renewal FAFSA
2000-2001 Corrections
2001-2002 FAFSA
<b>2001-2002 Renewal FAFSA</b>
2001-2002 Corrections
2001-2002 Spanish FAFSA

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In order to enter your **2001-2002 Renewal Free Application for Federal Student Aid on the Web (FAFSA)**, you need to have a [PIN](#). If you do not have a PIN, or you need to request your PIN again, select [Request My PIN](#).

If you know your PIN, select [Next](#).

We suggest that you read the [Navigating this Site](#) help topic before continuing.

[Previous](#)[Help](#)[Next](#)[Request My PIN](#)

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## Jeannie provides PIN to access and sign her Renewal FAFSA on the Web



### PIN Registration



[PIN Home](#) | [PIN Request & Information](#) | [Change Internet Access to my Information](#) | [Contact Us](#)

#### Confirming Your Identity

We need some personal information and the PIN we mailed to you. You must provide this information to access to your U.S. Department of Education information through the Internet. Please answer the following questions and select [Submit Request](#).

After you select the Submit Request button, please wait for our confirmation page to appear on your screen.

[Where can the PIN be used?](#)

What is your Social Security Number? Please enter this number without the dashes. For example, 123456789.

What are the first two (2) letters of your last name?

What is your date of birth? Please enter this date in "mm/dd/19yy" format, including the '/' (slashes). For example, 08/17/1975.

What is your PIN?



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## Jeannie reapplies for aid

### 2001-2002 Renewal FAFSA on the Web

✓ Introduction

1. Personal Info

2. Financial Info

3. Dependency Status

4. Parents' Info

5. Household Info

6. Schools

7. Final Check/Review

8. Signatures

9. Print

10. Submit

11. Finish



You can use these steps to  
jump to sections you've  
already completed.

1. Last Name: SANDERS
2. First Name: JEANNIE
3. Middle Initial: B
4. Permanent Street Address: 125 CHENERY ST  
(Only use letters (A-Z), numbers (0-9), periods (.), commas (,), apostrophes ('), dashes (-), number symbols (#), at symbols (@), percent symbols (%), ampersands (&), slashes (/), or blanks (spaces). No other characters are allowed. Use street address abbreviations such as APT (apartment) or AVE (avenue) if the address extends beyond the space provided.)
5. City: SAN FRANCISCO
6. State: California
7. Zip Code: 94131
8. Social Security Number: 123456789  
(Data cannot be entered in this field.)

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App Summary

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Save

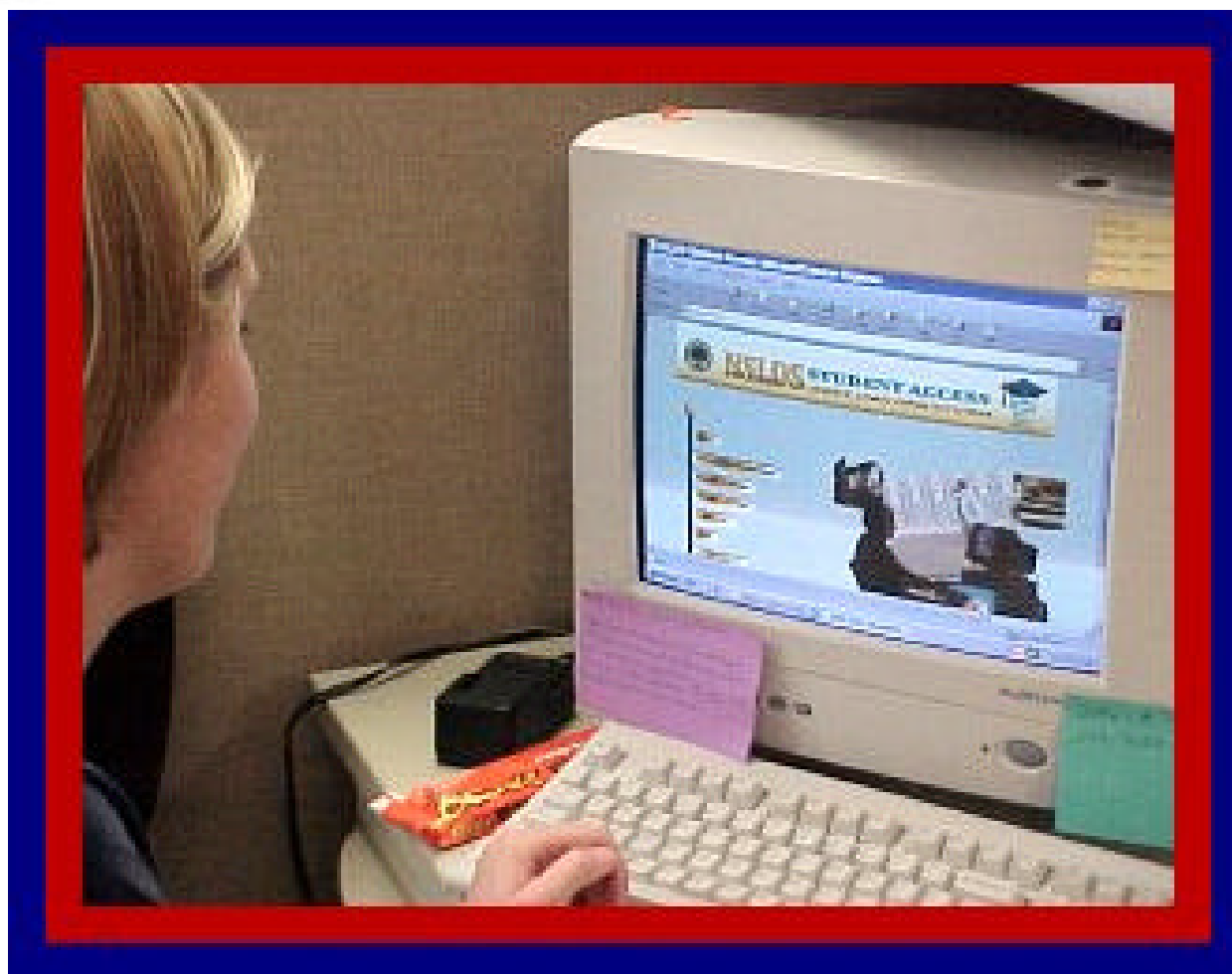
[Customer Service](#) | [Frequently Asked Questions](#)





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## ***Jeannie wants to connect with her NSLDS financial aid history***



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Electronic Access Conference  
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## Jeannie goes to NSLDS Student Access

NSLDS STUDENT ACCESS  
NATIONAL STUDENT LOAN DATA SYSTEM

FAQ's  
Browser Information/Setup  
Loan/Grant Review  
Glossary of Terms  
Contact Us  
Links

ED HOME

[FAQ's](#) [Browser Info/Setup](#) [Loan/Grant Review](#) [Glossary of Terms](#) [Contact Us](#) [Links](#) ED HOME



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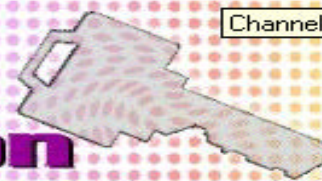


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## Jeannie verifies her PIN for NSLDS Access



### PIN Registration



[FAFSA on the Web](#) | [NSLDS](#) | [Access America](#) | [Direct Loan Servicing Web Site](#) | [Direct Loan Consolidation Web Site](#)

#### Confirming Your Identity

We need you to provide us with some personal information and the PIN we mailed to you. You must provide this information in order to have access to your U.S. Department of Education information via the Internet. Please answer the following questions and select the Submit Request button.

After you select the Submit Request button, please wait for our confirmation page to appear on your screen.

What is your [Social Security Number](#)? Please enter this number without the dashes. For example, 123-45-6789 is 123456789.

What are the [first two \(2\) letters of your last name](#)?

What is your [date of birth](#)? Please enter this date in "mmdd19yy" format. For example, August 17, 1975 is 08171975.

What is your [PIN](#)?

[PIN Home](#)[Submit Request](#)[Clear Form](#)[Help](#)

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# Jeannie views her loan data in NSLDS



## STUDENT ACCESS FINANCIAL AID REVIEW

NSLDS is a repository of information from many sources. Changes to the data are made by those sources. Collecting the data into one central location such as NSLDS gives you convenience and saves you time. If for any reason you disagree with the information reported to NSLDS, please contact one or more of the sources of your data listed on the detail pages on this site. The Department is also available as a resource at 1-800-4FEDAID if you need additional assistance. Your comments and corrections will help improve the services NSLDS provides.

Loan(s) for **JEANNIE B SANDERS** Your enrollment status is **FULL TIME**, effective **08/30/2001**.

[Click here for Grant Information](#)

Type of Loan	Loan Amount	Loan Date	Disbursed Amount	Canceled Amount	Outstanding Principal	Outstanding Interest
1 DIRECT STAFFORD SUBSIDIZED	\$4,700	08/22/2004	\$4,700	\$0	\$4,700	\$0
2 DIRECT STAFFORD UNSUBSIDIZED	\$800	08/22/2004	\$800	\$0	\$800	\$0
3 FEDERAL PERKINS	\$750	08/21/2004	\$750	\$0	\$750	\$0
4 DIRECT STAFFORD UNSUBSIDIZED	\$400	08/22/2003	\$400	\$0	\$400	\$0
5 FEDERAL PERKINS	\$750	08/21/2003	\$750	\$0	\$750	\$0
6 DIRECT STAFFORD SUBSIDIZED	\$5,100	08/19/2003	\$5,100	\$0	\$5,100	\$0
7 STAFFORD UNSUBSIDIZED	\$500	08/23/2002	\$500	\$0	\$500	\$0
8 FEDERAL PERKINS	\$1,000	08/20/2002	\$1,000	\$0	\$1,000	\$0
9 STAFFORD SUBSIDIZED	\$3,000	08/19/2002	\$3,000	\$0	\$3,000	\$0
10 STAFFORD SUBSIDIZED	\$2,025	08/20/2001	\$2,025	\$0	\$2,025	\$0
11 STAFFORD UNSUBSIDIZED	\$600	08/20/2001	\$600	\$0	\$600	\$0
12 FEDERAL PERKINS	\$1,500	08/20/2001	\$1,500	\$0	\$1,500	\$0





## *Jeannie views her summary loan data*

Total DIRECT STAFFORD SUBSIDIZED	\$9,800		\$14,825	\$0	\$14,825	\$0
Total DIRECT STAFFORD UNSUBSIDIZED	\$1,200		\$2,300	\$0	\$2,300	\$0
Total FEDERAL PERKINS	\$4,000		\$4,000	\$0	\$4,000	\$0
Total STAFFORD UNSUBSIDIZED	\$1,100		\$4,000	\$0	\$4,000	\$0
Total STAFFORD SUBSIDIZED	\$5,025		\$4,000	\$0	\$4,000	\$0

Total All Loans	\$21,125		\$21,125	\$0	\$21,125	\$0
-----------------	----------	--	----------	-----	----------	-----

Click on **Bullets** for more details on your loans.





## Jeannie views specific loan detail



### STUDENT ACCESS LOAN DETAIL

NSLDS is a repository of information from many sources. Changes to the data are made by those sources. Collecting the data into one central location such as NSLDS gives you convenience and saves you time. If for any reason you disagree with the information reported to NSLDS, please contact one or more of the sources of your data listed on the detail pages on this site. The Department is also available as a resource at 1-800-4FEDAID if you need additional assistance. Your comments and corrections will help improve the services NSLDS provides.

#### Detail Loan Information for JEANNIE B SANDERS

Type of Loan: ① DIRECT STAFFORD SUBSIDIZED

Loan obtained while attending the UNIVERSITY OF CALIFORNIA, SANTA CRUZ

Scheduled Start of Repayment: 11/19/2005

Loan Period Begin Date: 08/22/2004

Loan Period End Date: 05/30/2005

#### Amounts and Dates

Loan Amount	Outstanding Principal Balance	Outstanding Principal Balance As of Date	Outstanding Interest Balance	Outstanding Interest Balance As of Date	Interest Rate	Canceled Amount	Canceled Date
\$4,700	\$4,700	10/04/2004	\$0	10/04/2004	8% FIXED	\$0	







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## Jeannie views loan contact information

Disbursement(s)		Status(es)		
Disbursement Date	Disbursement Amount	Loan Status	Status Description	Status Effective Date
09/12/2004	\$4,700	ID	IN SCHOOL OR GRACE PERIOD	08/30/2004

### Servicer/Lender/Guaranty Agency Information

Current Servicer: RAY'S SPECIAL SERVICER  
1 MAIN STREET  
ARLINGTON, VA 22201-9999  
999-111-222 ext 3333

[PREVIOUS LOAN](#)

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[FAQs](#)

[Glossary](#)

Information contained on these pages reflects the most current data in the NSLDS database. Data contained on this site is for general information purposes and should not be used to determine eligibility, loan payoffs, overpayment status or tax reporting. Please consult the Financial Aid Officer at your school or the specific holder of your debts for further information.



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## Jeannie views her Pell Grant data

### Grant(s) for JEANNIE B SANDERS

[Click here for Loan Information](#)

Federal Pell Grant(s)	Scheduled Amount	Award Year	School
1	\$2,550	2004 - 2005	UNIVERSITY OF CALIFORNIA, SANTA CRUZ
2	\$2,850	2003 - 2004	UNIVERSITY OF CALIFORNIA, SANTA CRUZ
3	\$2,850	2002 - 2003	CABRILLO COLLEGE
4	\$2,750	2001 - 2002	CABRILLO COLLEGE

**Total All Grants \$11,000**

Click on **Bullets** for more details on your grants.



*Information contained on these pages reflects the most current data in the NSLDS database. Data contained on this site is for general information purposes and should not be used to determine eligibility, loan payoffs, overpayment status or tax reporting. Please consult the Financial Aid Officer at your school or the specific holder of your debts for further information.*



## Jeannie views Pell Grant data for 2004-2005

### Detail Grant Information for JEANNIE B SANDERS

Type of Grant: **1** FEDERAL PELL GRANT

Award Year	Scheduled Amount	Award Amount	Amount Paid To Date	Remaining Amount To Be Paid
2004 - 2005	\$2,550.00	\$2,550.00	\$1,750.00	\$800.00

### School Information

UNIVERSITY OF CALIFORNIA, SANTA CRUZ  
1156 HIGH STREET  
SANTA CRUZ, CA 950640001

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Information contained on these pages reflects the most current data in the NSLDS database. Data contained on this site is for general information purposes and should not be used to determine eligibility, loan payoffs, overpayment status or tax reporting. Please consult the Financial Aid Officer at your school or the specific holder of your debts for further information.



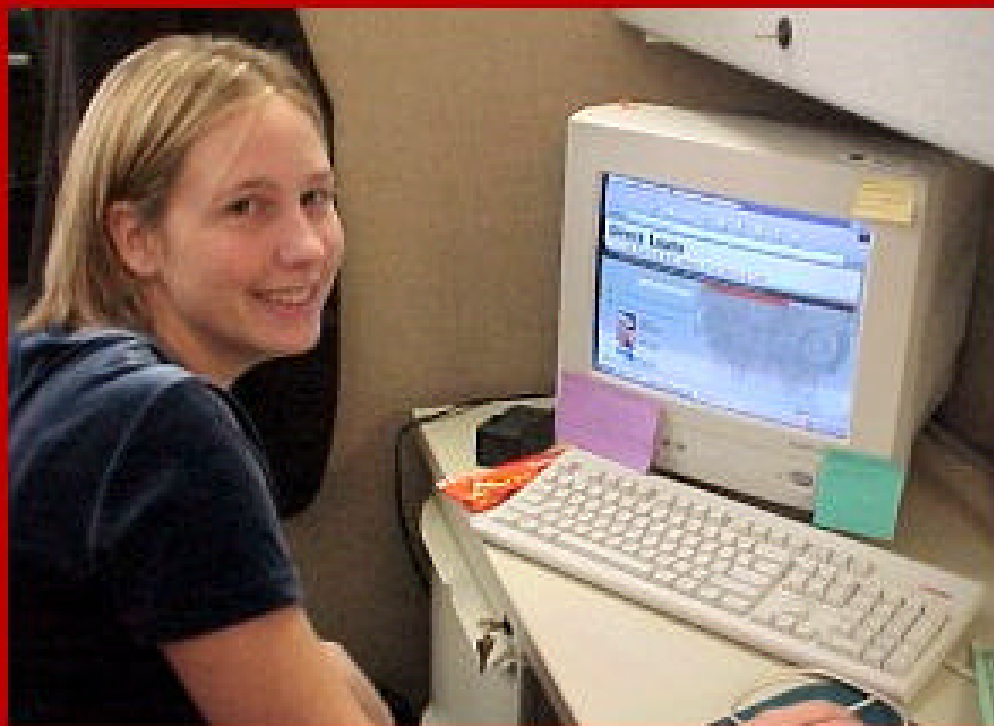
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# ***Jeannie uses Direct Loan Servicing Online***

[www.dlservicer.ed.gov](http://www.dlservicer.ed.gov)



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Through School





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## Direct Loans Servicing Online

Welcome to Direct Loans Servicing Online. This Web site is for students and parents who have Direct Loans or are considering financing an education and want to know more about Direct Loans.

### Other Department of Education Websites

- Department of Education Home Page
- Direct Loans Home Page



#### ACCOUNT INFORMATION

- General Information 
- Account Balances
- Payment History 
- Payoff Amount 

#### QUESTION CENTER

- Web Site Help
- FAQ
- Glossary
- Browser Information
- Calculating Interest

#### ACCOUNT MANAGEMENT

- Address Change 
- Exit Counseling 
- Online Transactions 
- Repayment Estimator 

#### DOWNLOAD FORMS

- Electronic Debit Account
- Deferment
- Forbearance

Click Here to Request a PIN

Click Here



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# Direct Loans

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## Account Management

### Do you have a PIN?

Your PIN serves as your identifier allowing you to access your personal information in various U.S. Department of Education systems.

[Yes I have a PIN](#)

Click Here

If you do not have a PIN or have lost your PIN, you can request one by clicking below. Once you have successfully completed the request, we will mail your PIN to you at the address on record. Your PIN will arrive in the mail within 7 - 10 days.

[I would like to request a PIN.](#)





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## Account Management



## PIN Registration



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### Confirming Your Identity

We need you to provide us with some personal information and the PIN we mailed to you. You must provide this information in order to have access to your U.S. Department of Education information via the Internet. Please answer the following questions and select the Submit Request button.

After you select the Submit Request button, please wait for our confirmation page to appear on your screen.

What is your [Social Security Number](#)? Please enter this number without the dashes. For example, 123-45-6789 is 123456789

123456789

What are the [first two \(2\) letters of your last name](#)?

SA

What is your [date of birth](#)? Please enter this date in "mmdd19yy" format. For example, August 17, 1975 is 08171975.

09211983

What is your [PIN](#)?

\*\*\*\*\*

PIN Home

Submit Request

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**Account Management**

**Direct Loans**  
**Exit Counseling**

A school participating in the Direct Loans Program is required, by law, to provide exit counseling to borrowers of Direct Subsidized Loans and Direct Unsubsidized Loans shortly before you graduate, withdraw, or otherwise cease to attend school at least half time.

This is a 15-20 minute online Exit Counseling Session that your school is requiring you to pass. This session will educate you about your Direct Loan.

There is a quiz at the end of this session. Your school can choose to have you take this online session or they may choose to administer Exit Counseling in person, at your school.

**Who should take it?**

Anyone with a Direct Loan who is about to graduate or leave school should take Exit Counseling. Your school will notify you if you should take this online session or if they prefer to administer Exit Counseling in person.

[I am required to take this session, proceed to Exit Counseling.](#)

[I am NOT required to take this session. Please return me to the Main Menu.](#)

*If you have a question regarding the information presented on this page, please [Contact Us](#)*



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## Exit Counseling

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### Welcome to the U.S. Department of Education's Direct Loans Online Exit Counseling Session

The U.S. Department of Education (ED) makes William D. Ford Federal Direct Loans Program loans directly to you through the school(s) you attend. ED is your lender and will remain your lender throughout the life of your Direct Loan. The Department of Education's [Direct Loans Servicing Center](#) oversees your loan account until each loan is paid in full. However, you are the real loan manager because you are responsible for repaying your loans. As a Direct Loans borrower who is graduating or who is no longer attending school at least half-time, you will have many decisions to make in the near future, including decisions about managing the repayment of your student loans.



This Exit Counseling session will walk you through the following:

- Entering Repayment
- Interest Rates
- Repayment Options
- Selection of a Repayment Plan
- Making Payments and Prepayment
- Monthly Due Date Selection
- Consolidation
- Deferment and Forbearance Options
- Loan Discharge
- Direct Loans Contact Information
- Defaulting on Your Loan
- The Direct Loan Web Site
- Common Loan Terms
- The Exit Counseling Quiz

Take your time and review the information on the next few pages very carefully. Then complete the brief quiz at the end. This quiz should take 5-10 minutes. You must answer 7 of the 10 questions correctly (70%).

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### Direct Loans Summary

This page and the one following give information about your total school loan indebtedness, including any loans you have that are not Direct Loans. This first page shows your total Direct Loans borrowing. The next page gives details about your other loans.

Loan Year	Original Balance	Principal Balance	Interest Outstanding	Interest Rate	School Attended
Loan ID: 123456789S96G02849101 -- Subsidized Consolidated Loan					
1998-1999	\$ 4,770.69	\$ 2,864.94	\$ 14.13	8.19%	DIRECT LOAN CONSOLIDATION
Loan ID: 123456789S96G02849101 -- Subsidized Student Loan					
1995-1996	\$ 5,500.00	\$ 0.00	\$ 0.00	8.25%	Univ. of California at Santa Cruz
Totals	\$10,270.69	\$2,864.94	\$14.13	n/a	n/a



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**Non-Direct Loans**

According to the National Student Loan Data Service (NSLDS), you have at least one additional school loan outstanding that is not a Direct Loan. For further information about the loans shown on this page, you may contact the holder of the loan as indicated in the chart below. Direct Loans does not originate, service, or maintain FFEL or Perkins loans.

Loan Type	Loan Date	Original Balance	Principal Balance	Interest Outstanding	School Attended	Contact Information
<b>FFEL Loans</b>						
FFEL Loans	1994-1995	2,638.00	1,768.58	1500	U.C SANTA CRUZ	SALLIE MAE LOAN SERVICING, P.O. BOX 121 MERRIFIELD, VA 12345, 1-800-800-8000
FFEL Loans	1993-1994	2,838.00	1,768.58	1500	U.C SANTA CRUZ	SALLIE MAE LOAN SERVICING, P.O. BOX 121 MERRIFIELD, VA 12345, 1-800-800-8000
FFEL Loans	1994-1995	2,638.00	1,768.58	1500	U.C SANTA CRUZ	SALLIE MAE LOAN SERVICING, P.O. BOX 121 MERRIFIELD, VA 12345, 1-800-800-8000
Total FFEL Loans		\$8114	\$5305.74	\$4500		n/a
<b>Perkins Loans</b>						
Perkins Loans	1994-1995	2,638.00	1,768.58	1500	U.C SANTA CRUZ	PERKINS SERVICING CENTER, P.O. BOX 555 WEST ELMIRA, NY 12345, 1-800-800-8000
Perkins Loans	1994-1995	2,638.00	1,768.58	1500	U.C SANTA CRUZ	PERKINS SERVICING CENTER, P.O. BOX 555 WEST ELMIRA, NY 12345, 1-800-800-8000







# Direct Loans

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## Account Management



### Exit Counseling

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### Your Repayment Options

Please review the repayment plans listed below and then select the plan that best suits your needs.

#### Standard Repayment Plan

Under this plan you will pay a fixed amount of at least \$50 each month for up to 10 years. For most borrowers, this plan results in the lowest total interest paid because the repayment period is shorter than it would be under the other plans.

If you have not selected a repayment plan by the time repayment begins, your loan(s) will be placed in the Standard Repayment Plan.

Under the **Standard Repayment Plan** your monthly payment will be:

Account	Principle Balance	Interest Rate	Initial Monthly Payment	Repayment Term (# of months)	Total Amount Repaid
123456789-1	\$47,376.00	8.24%	\$687.98	120	\$82,556.25
<b>Total</b>	<b>\$47,376.00</b>	<b>N/A</b>	<b>\$687.98</b>	<b>N/A</b>	<b>\$82,556.25</b>

#### Extended Repayment Plan

Under this plan you will pay a fixed amount of at least \$50 each month for 12-30 years, depending on the total amount you owe. Selection of this plan will result in a lower monthly payment; however, total interest paid will be higher than the total interest paid with the Standard Repayment Plan.

Under the **Extended Repayment Plan** your monthly payment will be:

Account	Principle Balance	Interest Rate	Initial Monthly Payment	Repayment Term # of months	Total Amount Repaid
123456789-1	\$47,376.00	8.24%	\$441.98	300	\$132,590.10
<b>Total</b>	<b>\$47,376.00</b>	<b>N/A</b>	<b>\$441.98</b>	<b>N/A</b>	<b>\$132,590.10</b>

#### Graduated Repayment Plan

With the Graduated Repayment Plan, your payments start out low, then increase every two years. The repayment period for your loan will be 12-30 years, depending on the total amount you owe. Generally, the amount you'll repay over the term of your loan will be higher under the Graduated Repayment Plan than under the Standard and Extended Repayment Plans. However, if your income is low when you leave school but is likely to steadily increase, this might be the best plan for you.





The screenshot shows a web browser window displaying the Direct Loans website. The browser's address bar shows the URL. The website has a blue header with the 'Direct Loans' logo. A navigation menu on the left includes links for 'Account Information', 'Account Management', 'Question Center', 'Download Forms', 'Home', and 'Log Off'. The main content area is titled 'Exit Counseling' and features a red banner for 'Account Management'. Below this, a section titled 'A Brief Final Exam' contains seven multiple-choice questions. The questions cover topics such as default conditions, interest types, grace periods, and interest rates. The browser's taskbar at the bottom shows several open applications.

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**Account Management**

**Exit Counseling**

**A Brief Final Exam**

1. Default will occur if I become \_\_\_\_\_ delinquent in making a scheduled payment on my Direct Loan(s).  
☐ 270 days  
☐ two months  
☐ six weeks  
☐ 70 days
2. When interest accrues on my loan(s) I may pay that interest or it will be added to the principal balance of my loan(s). If interest is added to the principal balance of my loan(s) it is called \_\_\_\_\_ interest.  
☐ capitalized  
☐ discharged  
☐ unsubsidized  
☐ subsidized
3. If I have a Direct Unsubsidized loan, the Federal Government will not charge me interest while I am enrolled at least half time, during the six-month grace period, or during deferment.  
☐ True  
☐ False
4. Whenever I want up-to-date account information for my Direct Loan(s), I can call the Direct Loan Servicing Center on 1-800-848-0379 or I can...  
☐ access the Direct Loan Web Site at www.dlsemcer.ed.gov  
☐ ask a friend  
☐ contact my bank  
☐ call my school
5. The interest rate on my Subsidized and Unsubsidized Direct Loan(s) will never exceed 8.25 percent.  
☐ True  
☐ False
6. My first payment is due within 60 days following the end of my grace period.  
☐ True  
☐ False
7. Interest will be charged during forbearance.  
☐ True





Electronic Access Conference  
2000 GET CONNECTED

# Direct Loans

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## Exit Counseling

**Congratulations!**

You passed!

Now there are a few more things to do to complete the Exit Counseling process.

Proceed



We Help Put America  
Through School



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### Exit Counseling

We have marked our records that you have completed the Direct Loans Online Exit Counseling Session. Please review the following steps to ensure that you are given credit for completing this session:

#### Step 1

Here is the address and phone number that we currently have for you:

Borrower, Joseph T.  
123 Testing Road Apt#2  
Cambridge, MA 02138  
123-456-7890

If this is incorrect, please update your information by clicking the address change, please close the Pop Up window.

Change

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#### Step 2

Our records indicate that your current school of attendance is:

12345678 EDUCATIONAL UNIVERSITY - SPRINGFIELD CAMPUS

We will notify your current school of record that you have completed the Online Exit Counseling Session.

You may wish to print the Borrower Information page and the Rights & Responsibilities Summary Checklist for your own records. To do this, click the button below to download the forms and then select File, Print from your browser's menu.

If the school of record is incorrect you **must**:

- Print the Borrower Information page and the Rights & Responsibilities Summary Checklist by clicking the button below.
- Fill in all requested information, including signing and dating where required, and
- Submit both pages to your School.

In addition to completing this Online Exit Counseling Session, you should also read the Direct Loan Repayment Book and the Direct Loan Exit Counseling Guide for Borrowers. Both publications are available from your Financial Aid Office and on the Direct Loan web site at [www.ed.gov/DirectLoan](http://www.ed.gov/DirectLoan).

Download Borrower Rights & Responsibilities



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# Direct Loans

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## Rights and Responsibilities Summary Checklist

I understand that I have a right to the following (check off each box as you read)

- ☐ Written information on my loan obligations and information on my rights and responsibilities as a borrower
- ☐ a grace period and an explanation of what this means
- ☐ a disclosure statement received before I begin to repay my loan(s), that includes information about interest rates, fees, the balance I owe, and the number of payments
- ☐ deferment of repayment for certain defined periods, if I qualify and if I request it
- ☐ forbearance, if I qualify and if I request it
- ☐ prepayment of my loan in whole or in part any time without an early-repayment penalty
- ☐ a copy of my promissory note either before or at the time my loan is disbursed
- ☐ documentation that my loan(s) are paid in full

I understand I am responsible for

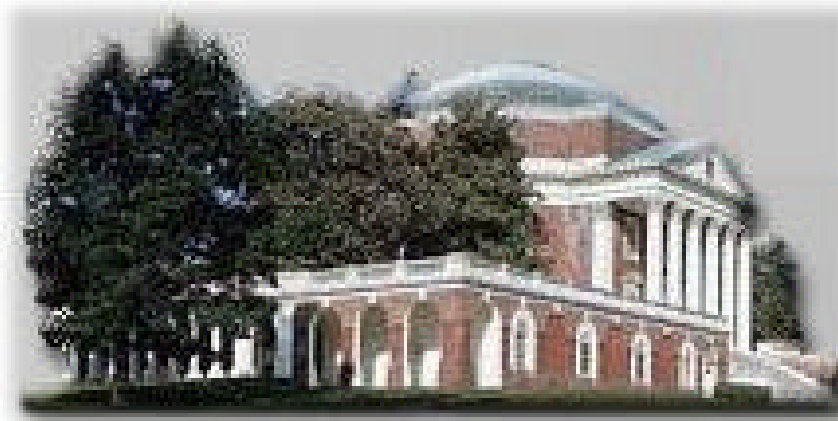
- ☐ attending exit counseling before I leave school or drop below half-time enrollment
- ☐ repaying my loans even if I do not complete my academic program (under certain circumstances), I am dissatisfied with the education I received, or I am unable to find employment after I graduate
- ☐ notifying my school and the Direct Loan Services Center if I
  - ☐ move/change my address
  - ☐ change my name
  - ☐ withdraw from school or drop below half-time enrollment
  - ☐ transfer to another school
  - ☐ fail to enroll or reenroll in school for the period for which the loan was intended





# ***Jeannie's School gets connected...***

***Direct Loan Servicing for Schools  
[www.dlservicer.ed.gov/schools](http://www.dlservicer.ed.gov/schools)***



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# Direct Loans Servicing *Schools*

[Home](#) [General Info](#) [Exit Counseling Reports](#) [Account Lookup](#) [Contact Us](#) [Help](#) [Login](#)

[Other Dept. of Education Sites](#)  
[Direct Loans Home](#)  
[Direct Loans Servicing Demo](#)  
[NSLDS](#)

**Click Here**



## Welcome to Direct Loans Servicing's Online School Site

This Web site is for our Direct Loans School Partners

This site allows schools to access Exit Counseling completion reports and provides the ability to view account status information for borrowers who have or are currently attending your institution.

First, you must **log in** with your Direct Loans Origination Login ID and password. Once you have logged into the system, select the "Direct Loan Servicing School Access" option from the "LO Online Main Menu."



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Through School



Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

**DoED Home** **FAQ** **Site Map** **Contact Us**

- **LO Home**
- **Login**
- **Overview**
- **Privacy Notice**
- **Other Links**
- **Glossary**
- **Helpful Hints**

THE U.S. Department of  
**EDUCATION**  
**DIRECT LOAN ORIGATION** online

**Login to Loan Origination Online**

Please enter your Loan Origination Login ID and Password, and press the Login button to access the system. If you do not have a Login ID, please refer to FAQ #1 for information on how to [register](#) with the system. For information on the type of browser to use with this application, please review our [Site Requirements](#).

Login ID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	

**Click Here**

This is a Government system, to be used by authorized personnel only. If you



Electronic Access Conference  
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Direct Loan Origination **online**

Main Menu

System Overview

FAQ

Glossary

Feedback

Exit System

## Main Menu

### LO ONLINE MAIN MENU

#### Enter System

#### Description

People and Loans

Search individuals and loans by SSN, Name or Loan ID for student and borrower demographics along with details about direct loans they hold.

School Batch Processing

Display School Batch transactions associated with a Loan including a description of any errors encountered during the processing of the batch.

Credit Check Processing

Request a Credit Decision for a potential borrower.

Direct Loan Servicing School Access

The Direct Loan Servicing School Access Web Site provides Financial Aid Officers with access to account status information and Exit Counseling completion reports for students attending their school.

Maintain User Password

Maintain/change your password to the Direct Loan Origination Online System using this feature.

User Registration

Register a new user of the Direct Loan Origination Online System.

Click Here



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# Direct Loans Servicing *Schools*

[Home](#) [General Info](#) [Exit Counseling Reports](#) [Account Lookup](#) [Logout](#)

**Click Here**

**Welcome UC SANTA CRUZ**

to the Direct Loan Servicing for Schools web site.  
Our records show that your institution's OPE ID is: 001234567

Using the buttons located along the top of this web site you can:

- Access account information for student's that are currently in attendance at your institution using the Account Lookup button.
- Search and obtain a report showing all students that have completed Online Exit Counseling while attending your institution.
- Access useful reference materials such as important contact addresses and phone numbers, web site help, and services offered by School Support Services.

Other Dept. of Education Sites  
[Direct Loans Home](#)  
[Direct Loans Servicing Demo](#)  
[NSLDS](#)



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# Direct Loans Servicing *Schools*

[Home](#)[General Info](#)[Exit Counseling Reports](#)[Account Lookup](#)[Contact Us](#)[Help](#)[Logout](#)

## Exit Counseling Reporting Criteria

**Time Period** ?

☒ 10 Day ▼  
☐ From   
To   
mm/dd/yyyy

**SSN** ?

☐   
(no hyphens)

Click Here





1 of 1

100%

Preview

## Exit Counseling Reporting

- 001314

Borrower	SSN	Date Completed
Sanders, Jeannie	123-45-6789	05/10/2005
<b>Total: 1</b>		





Electronic Access Conference  
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## ***Jeannie graduates!!***



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***Jeannie gets connected 12 months later to Direct Loan Servicing Online she needs to ...***

- 1. Check her account history and***
- 2. Request and submit online a General Forbearance***







## Direct Loans Servicing *Online*

Welcome to Direct Loans Servicing Online. This Web site is for students and parents who have Direct Loans or are considering financing an education and want to know more about Direct Loans.

### Other Department of Education Websites

- Department of Education Home Page
- Direct Loans Home Page



#### ACCOUNT INFORMATION

- General Information 
- Account Balances
- Payment History
- Payoff Amount 

#### QUESTION CENTER

- Web Site Help
- FAQ
- Glossary
- Browser Information
- Calculating Interest

#### ACCOUNT MANAGEMENT

- Address Change 
- Exit Counseling 
- Transactions 
- Repayment Estimator 

#### DOWNLOAD FORMS

- Electronic Debit Account
- Deferment
- Forbearance

Click Here to Request a PIN

Select option





Electronic Access Conference  
2000 GET CONNECTED

# Direct Loans

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Home

Request a PIN



General Information

Account Balances

Payment History

Payoff Amount

## Account Information



## PIN Registration

[FAFSA on the Web](#) | [NSLDS](#) | [Access America](#) | [Direct Loan Servicing Web Site](#) | [Direct Loan Consolidation Web Site](#)

### Confirming Your Identity

We need you to provide us with some personal information and the PIN we mailed to you. You must provide this information in order to have access to your U.S. Department of Education information via the Internet. Please answer the following questions and select the Submit Request button.

After you select the Submit Request button, please wait for our confirmation page to appear on your screen.

What is your [Social Security Number](#)? Please enter this number without the dashes. For example, 123-45-6789 is 123456789.

123456789

What are the [first two \(2\) letters of your last name](#)?

SA

What is your [date of birth](#)? Please enter this date in "mmdd19yy" format. For example, August 17, 1975 is 08171975.

09211983

What is your [PIN](#)?

\*\*\*\*\*

PIN Home

Submit Request

Clear Form

Help



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Electronic Access Conference  
2000 GET CONNECTED

# Direct Loans

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We Help Put America  
Through School

General  
Information



Account  
Balances

Payment  
History



Payoff  
Amount



## Account Information

### Summary of Payments Received for Account 123456789

Payment Received	Payment Type	Payment Amount	Applied to Principal	Applied to Interest	Applied to Fees & Charges
<a href="#">10/10/2000</a>	ELECTRONIC DEBIT	\$100.00	\$76.91	\$23.09	\$0.00
<a href="#">09/05/2000</a>	Mail	\$50.00	\$28.02	\$21.98	\$0.00
<a href="#">08/03/2000</a>	Mail	\$50.00	\$31.16	\$18.84	\$0.00
<a href="#">07/06/2000</a>	Mail	\$436.00	\$415.34	\$20.66	\$0.00
<a href="#">06/05/2000</a>	Mail	\$500.00	\$479.34	\$20.66	\$0.00
<a href="#">05/08/2000</a>	Mail	\$75.00	\$49.59	\$25.41	\$0.00
<a href="#">04/04/2000</a>	Mail	\$75.00	\$54.30	\$20.70	\$0.00
<a href="#">03/09/2000</a>	Mail	\$75.00	\$51.21	\$23.79	\$0.00

#### Helpful Hints:

- This page shows you all the payments received and applied to your account, with the most recent payment listed first.



# Direct Loans

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Request a PIN



We Help Put America  
Through School

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## Account Information

Summary of Payments Received

### Payment History -- Distribution of Payment Received on 10/10/2000

Account Number	Payment Type	Payment Amount	Applied to Principal	Applied to Interest	Applied to Fees & Charges
123456789-1	ELECTRONIC DEBIT	\$0.00	\$0.00	\$0.00	\$0.00
123456789-2	ELECTRONIC DEBIT	\$100.00	\$76.91	\$23.09	\$0.00
Total		\$100.00	\$76.91	\$23.09	\$0.00

#### Helpful Hints:

- This page shows you how a single payment was applied across multiple loans.
- To view the definitions for the terms displayed on this page, [click here](#).
- To return to the Summary of Payments Received page, [click here](#).
- To learn how interest is calculated on your loan and how payments are applied [click here](#).

**Note:** The information on this page reflects your current account information on our system. If you have recently applied for a change in status or submitted a payment, please allow at least 10 business days for that change to be posted online.

If you have a question regarding the information presented on this page, please [Contact Us](#).



Electronic Access Conference  
2000 GET CONNECTED

# Direct Loans

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## Account Management

### Online Transactions

[Change Repayment Plan](#)

[Request a Forbearance](#)

[Change Payment Due Date](#)

[Request a Deferment](#)

Click Here

#### Helpful Hints:

- You can make changes to your Direct Loan account online.
- The options above show you what may be updated online.
- To make a change, select the desired option.

*If you have a question regarding the information presented on this page, please [Contact Us](#).*



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# Direct Loans

Account Information

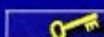
Account Management

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Address Change

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Online Transactions

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## Account Management

### Do You Have Adobe Acrobat Reader 4.0?

Before determining your eligibility you **must** have Adobe Acrobat Reader 4.0 or higher installed on your computer. Acrobat Reader is an industry standard software that allows people to download and print documents over the internet. If you don't have Reader, you can download a free copy by following the link below that says "No, I need to Install Adobe Acrobat Reader 4.0."

To find out if you do, follow these 3 steps:

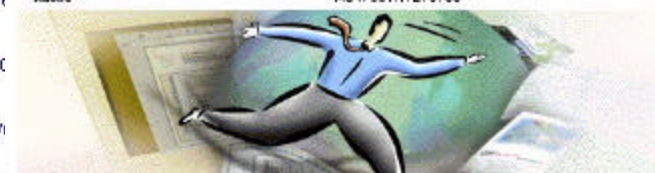
1. Click the Start button on your taskbar (usually found in the bottom left of the computer screen).
2. Select "Programs" from the pop-up menu.
3. Verify that there is a folder called "Adobe Acrobat Reader 4.0".
4. Verify that Adobe Acrobat Reader is version 4.0 or higher.

If you found a folder called "Adobe Acrobat," and "Adobe Acrobat Reader 4.0" installed on your computer, click the link below that says "Yes, I have Adobe Acrobat Reader 4.0 or higher installed."



Licensed to  
Acrobat 4.0 0318 16:59

Eric Kasper  
AFSA Data Corp  
ADW301R7275708



## Adobe Acrobat 4.0

Access Acrobat 4.0 documentation and a tutorial from the Help menu.  
And visit us on the Web—just select Adobe Online from the File menu.

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# Direct Loans

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Address Change

Exit Counseling

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## Account Management

- [Americorp \(CNCS\) Forbearance](#)

Determine Eligibility

Download Form

This forbearance allows you to stop payments temporarily if you are serving in an approved national service position. The forbearance form must be certified by the Corporation for National Community Service (CNCS).

- [General Forbearance](#)

Submit Online

Determine Eligibility

Download Form

This forbearance allows you to postpone or reduce the amount of your monthly payment for a limited and specific period of time.

- [Internship/Residency Forbearance](#)

Determine Eligibility

Download Form

This forbearance allows you to postpone or reduce the amount of your monthly payment for a limited and specific period of time if you have been accepted into an Internship/Residency Program.

Click Here







Electronic Access Conference  
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## Account Management

[Online Transaction Main](#) [Forbearance Request](#)

### General Forbearance

Determine Eligibility

1) You choose to:

- ☒ Temporarily stop making payments
- ☐ Make smaller payments than previously scheduled

Continue

Reset

Click to Continue

If you have a question regarding the information presented on this page, please [Contact Us](#).



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Through School




# Direct Loans

- Account Information
- Account Management**
- Question Center
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Address Change

Exit Counseling

**Online Transactions**

Repayment Estimator

## Account Management

### General Forbearance

Based on the information you provided, you have met the eligibility requirements for this forbearance.

To complete the application process you may either:

- Option 1 - Submit form online.** A paperless option, no need to print or mail your form. If you would like to view and print a copy of the form for your records, click the link under Option 2. Note: Selecting the link below will not submit your form. Only selecting the above link will submit your form online.
- Option 2 -** If you would rather not submit your form online and prefer to mail it in simply click here Open, Print and Mail form. Be sure that you sign and date your form and then mail the completed form to:

U.S. Department of Education  
Direct Loan Servicing Center

Click Here





http://www.eduservices.com/pdf/gfb\_sch\_auto.pdf - Microsoft Internet Explorer

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Direct Loans William D. Ford Federal Direct Loan Program

### General Forbearance Request

William D. Ford Federal Direct Loan Program  
Federal Direct Stafford/Ford Loans, Federal Direct Unsubsidized Stafford/Ford Loans, Federal Direct PLUS Loans, Federal Direct Consolidation Loans

OMB No. 1840-0725  
Form Approved  
Exp. Date 12/31/99

**GFB**  
General

WARNING: Any person who knowingly makes a false statement or misrepresentation on this form shall be subject to penalties which may include fines, imprisonment or both, under the U.S. Criminal Code and 20 U.S.C. 1097.

*Please print*

Borrower's Information			
Last Name	First Name	Middle Initial	Social Security Number
SANDERS	JEANNIE	B.	123-45-6789
Street Address			Home Area Code/Telephone Number
123 LENDING STREET WEST			( 315 ) 866-5389
City	State	Zip Code	
HERKIMER	NY	12345-7894	

*Section 1: Forbearance Request* *Must be completed by borrower*

Forbearance means an arrangement to postpone or reduce the amount of a borrower's monthly payment for a limited and specific time period. The borrower is charged interest during a forbearance. A forbearance is available to a borrower or an endorser who is willing but unable to make currently scheduled Direct Loan payments due to a temporary financial hardship.

To request a forbearance, please complete the items below, sign and date this form, and return it to the Direct Loan Servicing Center. (Please note that all references to "borrower" apply to an endorser on a Federal Direct PLUS Loan.)

I am willing but unable to make my current Direct Loan payments due to a temporary financial hardship.

If this forbearance is approved, I choose to (check one):

☒ temporarily stop making payments; ☐ make smaller payments than previously scheduled. I would like to pay \$\_\_\_\_\_ per month.

I am requesting this forbearance because: \_\_\_\_\_  
To many debts right now.





### Submit General Forbearance Online

**Sanders, Jeannie B**  
**123-45-6789 - 1**

By selecting the "submit" button below, thereby submitting this General Forbearance form electronically, you are certifying the following:

- You are providing no false or misleading information.
- You are the borrower of this loan.
- The transmission of this General Forbearance form, via this web site, to the U.S. Department of Education, represents your intent to be bound by the terms and conditions on the form.

- ☐ Submit  
☐ Do not submit

Proceed

Click "Submit"







### Submit General Forbearance Online

We have successfully received your general forbearance form at the Direct Loan Servicing Center. We will be reviewing your form in the next 3-5 business days. You will receive a confirmation notice in the mail once your forbearance form has been accepted and applied to your account or a denial notice if there was a problem with the information submitted. Thank you for using our online submission feature.

[CLOSE WINDOW](#)



***Jeannie gets connected...***

***to Direct Loan Consolidation  
at : [www.loanconsolidation.ed.gov](http://www.loanconsolidation.ed.gov)***

***She wants to consolidate her  
loans...***

## Direct Loan Consolidation Homepage

Direct Consolidation Loans - Welcome!!! - Netscape


File Edit View Go Communicator Help

CONSOLIDATION HOME | APPLICATION HOME | FORMS & PUBLICATIONS | FAQs | CONTACT US


### Direct Consolidation Loans

Welcome borrowers, lenders and schools to the...  
**Direct Consolidation Loans**  
 Information Center


#### BORROWER SERVICES





#### SCHOOL SERVICES



#### LOAN HOLDER SERVICES




 Office of Student Financial Assistance Programs  


Monday, September 11, 2000

[ABOUT CONSOLIDATION](#) | [PRIVACY NOTICES](#) | [SITE REQUIREMENTS](#)  
[Home](#) | [Forms & Publications](#) | [Contact Us](#) | [About Consolidation](#) | [Privacy Notices](#) | [Site Requirements](#)  
 Need technical assistance? Please contact: Consolidation Webmaster

Document: Done

Start Microsoft Pow... Student Finan... Direct Cons... Copyit

2:52 PM



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## Consolidation Loan Calculator

**Direct Loan Calculator - Netscape**

File Edit View Go Communicator Help

Bookmarks Netsite: <http://www.ed.gov/DirectLoan/ConsolCalc/dlentry3.html> What's Related

Back Forward Reload Home Search Netscape Print Security Stop

Instant Message WebMail Contact People Yellow Pages Download Find Sites Channels RealPlayer

**CALCULATIONS ARE ESTIMATES. VALUES MAY NOT REFLECT THE ACTUAL AMOUNT COMPUTED BY THE DL SERVICE CENTER.**

Loan Type	Balance	Interest Rate	Yes	No	More
<b>Eligible Subsidized Student Loans</b>					
Federal Stafford Loans	\$5025	7.59 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guaranteed Student Loans (GSL)	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Insured Student Loans (FISL)	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct Subsidized Loans	\$9800	7.59 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direct Subsidized Consolidation Loans	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal Perkins Loans	\$2500	5 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Direct Student Loans (NDSL)	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
National Defense Student Loans (NDSL)	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subsidized Federal Consolidation Loans	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Eligible Unsubsidized Student Loans</b>					
Federal Unsubsidized Stafford Loans	\$0	0 %	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Document: Done

Start Exploring - Copyit Direct Loan Calculato... Copyit

9:36 AM



## Consolidation Loan Calculation

**Direct Loan Calculator - Netscape**

File Edit View Go Communicator Help

Bookmarks Netsite: <http://www.ed.gov/DirectLoan/ConsolCalc/dlentry3.html> What's Related

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Instant Message WebMail Contact People Yellow Pages Download Find Sites Channels RealPlayer

This page provides estimated monthly payments for standard, extended and graduated plans to help the borrower select the appropriate plan for his/her consolidated loan.

Interest Rates	
Stafford/Ford Loan	7.375%

Total Loan Balances	
Total Consolidation Loan Amount	\$19625
Total Educational Loan Amount	\$19625

Repayment Plan	Term (in Months)	Initial Monthly Payments	Total Payments (Interest+Principal)	Detail
Standard	120	\$231.67	\$27800.87	<a href="#">Detail</a>
Extended	180	\$180.53	\$32496.29	<a href="#">Detail</a>
Graduated (see Note 1 below)	180	\$120.61	\$35712.07	<a href="#">Detail</a>

**Note 1:** This is an estimated monthly repayment amount for the first two years of the term and total loan payment. The monthly repayment amount will generally increase every two years, based on the Graduation Factor detailed in the [Graduated Repayment Plan](#).

Document: Done

Start Exploring - Copyit Direct Loan Calculato... Copyit

9:38 AM



**Direct Loan Consolidation - On-line Application and Promissory Note - Netscape**

File Edit View Go Communicator Help

CONSOLIDATION HOME | APPLICATION HOME | FORMS & PUBLICATIONS | FAQs | CONTACT US

**Borrower Services**

1. Borrower 2. References 3. Spouse 4. Repayment 5. Loan

**Direct Consolidation Loans  
Application and Promissory Note**

**Section 1: Borrower Information**

Please provide the following information about yourself.

**Help Index**

**Save application**

**Exit application**

**Name (First, MI, Last):**

**Social Security #:**  -  -

**Re-enter Social Security #:**  -  -

**Permanent Street Address:**

**City:**

**State, ZIP Code:**

**Home Telephone #:** (  )  -

**Fax # (optional):** (  )  -

**E-mail Address:**

**Former Name(s):**

**Date of Birth (MM/DD/CCYY):**

**Driver's License State:**

Document: Done

Start Microsoft Pow... Student Finan... Direct Loan... Exploring - Co... Copyit

3:02 PM




**Direct Loan Consolidation - On-line Application and Promissory Note - Netscape**

File Edit View Go Communicator Help

Application and Promissory Note

### Section 1: Borrower Information

Please provide the following information about yourself.

 [Help Index](#)  
 [Save application](#)  
 [Exit application](#)

**Name (First, MI, Last):** Jeannie B Sanders

**Social Security #:** 123 - 45 - 6789

**Re-enter Social Security #:** 123 - 45 - 6789

**Permanent Street Address:** 125 Chenery St

**City:** San Francisco

**State, ZIP Code:** California 94131 -

**Home Telephone #:** (415) 555 - 2222

**Fax # (optional):** ( ) -

**E-mail Address:** jeannes@college.std

**Former Name(s):**

**Date of Birth (MM/DD/CCYY):** 09 / 21 / 1983

**Driver's License State:**

**Driver's License #:**

**Employer's Name:**

**Employer's Address:**

Document: Done

Start Microsoft Pow... Direct Loan... Exploring - Co... Inbox - Micros... Copyit 3:27 PM








Direct Loan Consolidation - On-line Application and Promissory Note - Netscape

File Edit View Go Communicator Help


Services 


1. Borrower 2. References 3. Spouse **4. Repayment** 5. Loan


**Direct Consolidation Loans**  
**Application and Promissory Note**

### Section 4: Repayment Plan Selection

Carefully review your [repayment plan options](#) and the [interactive calculator](#) to better understand your repayment plan options. The interactive calculator allows you to estimate your monthly repayment amounts for each of the four repayment options.

 [Help Index](#)

 [Save application](#)

 [Exit application](#)

Remember--

- All student loans must be repaid under the same repayment plan. Parent PLUS loans may be repaid under a different repayment plan.
- If you select the Income Contingent Repayment Plan, you must complete the "Repayment Plan Selection" and "Income Contingent Repayment Plan Consent to Disclosure of Tax Information" forms. Both forms may be downloaded from the [Forms and Publications Page](#). Your selection cannot be processed without these forms.
- **If you want to consolidate a defaulted student loan(s) and you have not made a satisfactory repayment arrangement with your current holder(s), you must select the Income Contingent Repayment Plan.**

**Note:** Direct PLUS Consolidation Loans cannot be repaid under the Income Contingent Repayment Plan.

**STUDENT LOANS** *Direct Subsidized and Unsubsidized Consolidation Loans* [Click Here](#)

**PARENT LOANS** *Direct PLUS Consolidation Loans* [Click Here](#)

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Direct Loan Consolidation - On-line Application and Promissory Note - Netscape

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In order for us to begin the processing of your application, we must receive a signed and dated promissory note. If you have access to a printer, you may print your own promissory note. Doing so allows for a quicker loan approval process. If you do not have access to a printer, we will mail a promissory note to the home address you provided on this application. If you would like us to mail you a promissory note, please indicate so below. If you choose "Yes" you will be routed to the acknowledgement page where you submit your application. If you choose "No" your promissory note will be displayed and you can choose to print it from the file menu on your browser.

Would you like for us to mail your promissory note to your home address?

**You MUST sign and return the promissory note from the submission page.**

*If the Consolidation Department receives your application after the submission deadline, the process will be delayed.*

**loanconsolidation.ed.gov - [JavaScript Application]**

We will be sending you your Promissory Note in the mail. You have 14 days from the time you submitted your application or prior to the payoff of your loans to sign and return it.

OK Cancel

**MAIL THE SIGNED PROMISSORY NOTE TO THE ADDRESS BELOW:**

U.S. Department of Education  
Consolidation Department  
Loan Origination Center  
P.O. Box 242800  
Louisville, KY 40224-2800

javascript:UserSelection('continue')

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**Application Status - Borrower Login - Netscape**

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Netsite: <https://loanconsolidation.ed.gov/appstatus/login.shtml> What's Related

Back Forward Reload Home Search Netscape Print Security Stop

Instant Message WebMail Contact People Yellow Pages Download Find Sites Channels RealPlayer

**Borrower Services** CONSOLIDATION HOME | STATUS LOOK-UP HOME | FORMS & PUBLICATIONS | FAQs | CONTACT US

**Borrower Services** School Services Loan Holder Services

**Direct Consolidation Loans**  
Application Status Look-Up

**STATUS LOOK-UP INFO**

- What Happens After I Apply?
- How Do I Update or Correct My Application?
- Where Can I Find Definitions to Terms?

**ADDITIONAL RESOURCES**

- Direct Loan Servicing
- Direct Loans
- NSLDS
- ED.GOV
- OSFAP
- PIN Request & Information
- Access America

**Application Status Login**

There are two ways you can check the status of your application.

**1. Login**

Please enter the following information to check on the status of your consolidation application:

**Social Security Number:**  -  -

**Date of Birth (Month-Day-CCYY):**  /  /

**Zip Code:**

**LOGIN**

Document: Done

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## ***Jeannie worries about loan consolidation***



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# ***What is the Office of the Ombudsman?***

The Office of the Ombudsman is a new entity formed in 1998 as part of the Higher Education Amendments.

# ***What is the purpose of the Ombudsman?***

- Objectives of the Office of the Ombudsman are to:
  - serve as a final resource for borrowers who have loan complaints and have tried all other avenues of resolution.

# ***What is the purpose of the Ombudsman?***

- compile and analyze data on borrower complaints and make recommendations for process improvements, if appropriate.
- report annually to the Chief Operating Officer on the activities and effectiveness of the Ombudsman.





## ***What is the purpose of the website?***

- The three main objectives of the web site are to:
  - Provide important information about the Office of the Ombudsman and the loan process.
  - Help borrowers identify other avenues for resolution.
  - Offer an electronic means to present problems or questions to the Office of the Ombudsman.





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Office of Student Financial Assistance Programs - OMBUDSMAN - Microsoft Internet Explorer

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Address <http://www.sfahelp.ed.gov/>



Links [Customize Links](#) [Free Hotmail](#) [Windows](#)



FAQs

Online Problem  
Assistance

FFEL Loans

Direct Loans

Perkins Loans

## OSFA Ombudsman

[Privacy and Other Notices](#)

The SFA Ombudsman is working with student loan borrowers to informally resolve loan disputes and problems. We help borrowers having problems with the following federal loans:

- **Direct Loans**—Subsidized and Unsubsidized Direct Student Loans, Direct PLUS Loans (for parents), and Direct Consolidation Loans;
- **Federal Family Education Loans**—Subsidized and Unsubsidized Stafford Loans, FFEL PLUS Loans (for parents), and FFEL Consolidation Loans;
- **Guaranteed Student Loans, SLS Loans, and**
- **Perkins Loans.**

The Ombudsman Customer Service Line is 1-877-557-2575.

[Search this site!](#)

Keywords:

Max Rows:

Done

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Office of Student Financial Assistance Programs - OMBUDSMAN Online Problem Assistance - Microsoft Internet Explorer

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Address <http://www.sfahelp.ed.gov/resolution1.cfm> Go

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<http://www.microsoft.com/isapi/redir.dll?...>

[Privacy and Other Notices](#)

## Online Problem Assistance

The first step in resolving a student loan problem is to contact your lender or loan servicer. See the [Ombudsman Links page](#) for links to major lenders and guarantors. If the agency involved is [Debt Collection Service](#), the Direct Loan Servicing Center (DLSC), or [Direct Loan Origination Center](#), call these centers. If you have already contacted your lender or loan servicer, please click on a problem topic below for on-line assistance:

- [Deferments and Forbearance](#)
- [Discharges and Cancellations](#)
- [Closed Schools](#)
- [Disputes: Balance, Collection Fees, Unapplied IRS Offset, Payments Lost in Consolidation Process, Loans in Default](#)

**For assistance with Pell Grants** call 1-800-4-FEDAID. The Ombudsman's OSFA's Ombudsman will not be dealing with Pell Grant issues.

[Ombudsman Frequently Asked Questions.](#)

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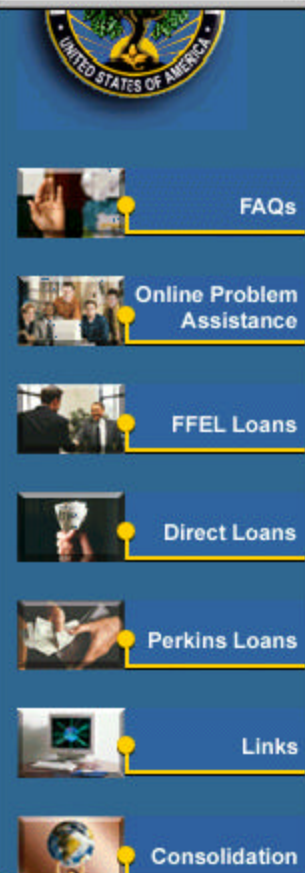
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Address [http://www.sfahelp.ed.gov/resolution15.cfm#\\_Toc462052183](http://www.sfahelp.ed.gov/resolution15.cfm#_Toc462052183)



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## Disputes: Balance, Collection Fees, Unapplied IRS Offset, Payments Lost in Consolidation Process, Loans in Default

**Have you submitted an explanation of your dispute in writing, including supporting documentation?**

**NO**

**YES**

U.S. Department of Education  
400 Maryland Avenue, SW  
Washington, DC 20202  
1-800-USA-LEARN

via email: To report technical problems and to help us improve the Web site:

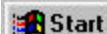
[webmaster@ombudsman.ed.gov](mailto:webmaster@ombudsman.ed.gov)

See also our list of [Toll-Free Information Phone Numbers](#)

Page Last Modified November 15, 1999 [\(kjk\)](#)



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Office of Student Financial Assistance Programs - OMBUDSMAN Problem Assistance Form - Microsoft Internet Explorer

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Address <http://www.sfahelp.ed.gov/problemform.cfm> Go

Links [Customize Links](#) [Free Hotmail](#) [Windows](#)

 **Online Problem Assistance**

[Privacy and](#)

If our on-line advice did not fully assist you, you may need OSFA Ombudsman assistance. To request OSFA Ombudsman assistance, please complete the form below and click on "Submit". You must provide your last name, social security number, and a way for us to contact you (phone or email). Submissions without this information will not be accepted.

If you prefer, you may call the Ombudsman Customer Service Center at 1-877-557-2575.

*Please note: We can help you resolve problems with the following types of U.S. Department of Education student loans: Federal Family Education Loans (FFEL) and William D. Ford Federal Direct Loans. These programs include Stafford Subsidized and Stafford unsubsidized Loans, Parent Loans (PLUS), Federal Consolidation Loans, Perkins Loans (aka) National Direct Education Loans (NDSL), Federal Insured Student Loans (FISL), and Supplemental Loans to Students. If you are having a problem with another type of loan, please contact your lender for assistance.*

**What is your first name?**

**What is your business phone?**

[FAQs](#)

[Online Problem Assistance](#)

[FFEL Loans](#)

[Direct Loans](#)

[Perkins Loans](#)

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# ***What is the contact information?***

## ■ OSFA Ombudsman Office

- Rm. 3012, ROB3
- 7th & D Sts., S.W.
- Washington, DC 20202
- SFAHelp.ed.gov (website URL)
- SFAOmbudsmanOffice@ed.gov (email address)
- 202.401.4498 (phone number)
- 202.260.1297 (fax number)





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## ***Jeannie... Another Satisfied Customer!***



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## ***Student SFA Web Sites***

- FAFSA on the Web, Corrections on the Web,  
Renewal FAFSA on the Web  
[www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- National Student Loan Data System (NSLDS)  
[www.nslds.ed.gov](http://www.nslds.ed.gov)
- Direct Loan Servicing  
[www.dlservicer.ed.gov](http://www.dlservicer.ed.gov)
- Loan Consolidation  
[www.ed.gov/DirectLoan/consolid2.html](http://www.ed.gov/DirectLoan/consolid2.html)
- Ombudsman  
[www.sfahelp.ed.gov](http://www.sfahelp.ed.gov)



## ***Other Useful Student Web Sites***

- PIN Web Site

[www.pin.ed.gov](http://www.pin.ed.gov)

- Direct Loan Entrance Counseling Web Site

[www.ed.gov/offices/OSFAP/DirectLoan/index.html](http://www.ed.gov/offices/OSFAP/DirectLoan/index.html)

- Students.gov

[www.students.gov](http://www.students.gov)

